

## JOB DESCRIPTION

### Support Worker

<b>Title</b>	Support Worker
<b>Program/Area</b>	Operations
<b>Location/Region</b>	Joondalup and Perth Metropolitan Area
<b>Tenure</b>	Fixed Term Contract up until 30 June 2020
<b>Accountable to</b>	Team Leader, Refuge
<b>Direct Reports</b>	0
<b>Salary</b>	Level 1 (Social, Community, Home Care & Disability Services Industry Award 2010 – Crisis Accommodation Employee)
<b>Organisational Vision, Mission &amp; Values</b>	<p>Our Vision – Safe Lives. Safe Futures            Our Mission – Building a strong community free from family and domestic violence            Our Values – We are client focussed, innovative and courageous in our approach.            This means we:</p> <ul style="list-style-type: none"> <li>• Relentlessly <b>advocate</b> for our clients' rights;</li> <li>• <b>Listen</b> with respect;</li> <li>• Value <b>diversity</b>;</li> <li>• Seek and <b>nurture collaborative partnerships</b>; and</li> <li>• Are <b>ethical, honest</b> and <b>accountable</b> in all that we do.</li> </ul>
<b>Program/Area Purpose</b>	<p>Patricia Giles Centre's (PGC) reputation is driven by our ability to provide high quality sustainable services to clients accessing our programs and services.            In addition to the provision of accommodation and housing services, PGC ensures timely and effective provision of advocacy, referral information and crisis support to women and their children seeking relief from the impact of family and domestic violence and/or who are at imminent risk of homelessness.            The facility operates 24/7 and provides assistance to approximately 230 women &amp; children per annum.</p>
<b>Job Purpose and Outcomes</b>	<p>This position works within a team of Refuge Case Workers, Support Workers, Child Advocates and Counsellors.</p> <p>The Support Worker is responsible for providing support and recovery support interventions to clients in order to assist them in improving their mental health, general health and social wellbeing; accessing and maintaining housing; improving their quality of life; and maximising self-management, independence and participation in the community.</p> <p>This position:</p> <ul style="list-style-type: none"> <li>• Works with women and children with complex needs that are a direct result of family and domestic violence and/or homelessness which includes but is not limited to grief, trauma, mental health and substance abuse issues, parenting and independent living skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provides support to clients as well as comprehensive hand-over information to staff.</li> <li>• Helps to maintain a clean and welcoming environment.</li> </ul> <p><b>Mission, Values and Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Support provided is consistent with the mission and values of PGC where clients are provided holistic support that includes physical, spiritual &amp; emotional care</li> <li>• Support provided is consistent with the policies and procedures of PGC, State Government and other relevant legislation</li> <li>• Service gaps are identified and recommendations for service delivery improvements are made to the Team Leader, Refuge</li> </ul> <p><b>Empowerment</b></p> <ul style="list-style-type: none"> <li>• Effective relationships are established with clients that encourage self-determination and participation</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Accurate, up-to-date client records and data are maintained for all clients in accordance with PGC standards and procedures using PGC information systems</li> <li>• Accurate and up-to-date hand-over is provided to other staff to support client needs</li> <li>• Information exchange occurs according to appropriate legislation and policy</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Team is kept informed with up-to-date information through tools including case notes as well as through handovers</li> <li>• Quality improvement, WHS and Service gaps are identified and reported to the leadership team</li> <li>• Supports the service by following all reasonable requests and directions from the leadership team</li> </ul> <p><b>WHS</b></p> <ul style="list-style-type: none"> <li>• Risks to clients, staff and PGC are identified and brought to the attention of the leadership team as soon as possible</li> <li>• Security, safety and evacuation protocols are maintained</li> <li>• Client safety is maximised by securing the premises at night, supporting clients when anxious, and planning with clients so that they feel safe at night</li> <li>• Accidents and incidents are minimised by keeping rooms and facilities clean and maintaining equipment in good working order</li> </ul>
<p><b>Duties and Responsibilities</b></p>	<p><b>KEY RESULT AREAS</b></p> <p><b>Client Services</b></p> <ul style="list-style-type: none"> <li>• Deliver activity-based work and/or daily living skills support based on an established care plan and risk assessment</li> <li>• Manage own time and resolve minor issues within</li> </ul>



	<p>established constraints</p> <ul style="list-style-type: none"><li>• Maintain a caseload and act as key support worker for one or more clients as required</li><li>• Maintain client files and records</li><li>• Assist the team with monitoring the effective delivery of services to each client</li><li>• Report to Team Leader, Refuge any concerns or questions that clients have in relation to the service they are receiving</li><li>• Communicate with Team Leader, Refuge with an update of the service provided and any issues that will need to be followed up</li><li>• Prepare and actively participate in their own supervision</li><li>• Provide timesheets, travel records, worker expenses and other administration data according to organisational policy and procedures</li><li>• Work toward the required standards as stated in the relevant services contract</li></ul> <p><b>Stakeholder Engagement</b></p> <ul style="list-style-type: none"><li>• Contribute to the positive public profile of the organisation</li></ul> <p><b>Communication</b></p> <ul style="list-style-type: none"><li>• Promote, participate in and contribute to a supportive team environment</li><li>• Build relationships based on trust and respect for every person</li><li>• Work as an effective and valued member of the PGC team</li><li>• Work in a culturally secure and appropriate way</li><li>• Build and maintain professional relationships with clients and their family members for the purpose of the work</li></ul> <p><b>Quality and Risk Management</b></p> <ul style="list-style-type: none"><li>• Adhere to OSH policies and procedures</li><li>• Report risks</li><li>• Follow workplace procedures for hazard identification and risk control</li></ul> <p><b>Ensure a Safe and Healthy Work Environment</b></p> <ul style="list-style-type: none"><li>• Takes all reasonable and practical steps to ensure the safety, health and welfare of all staff and clients</li><li>• Demonstrate and promote a positive workplace culture that is free of bullying, harassment and discrimination</li></ul>
Position Requirements	<p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• Completion of or progress towards a relevant qualification (certificate II/III), and/or relevant work experience.</li></ul> <p><b>Knowledge, Skills and Experience</b></p>



- Demonstrated understanding of contemporary family issues including family and domestic violence; the physical, emotional, psychological and behavioural impact of trauma and abuse; homelessness; child protection; poverty; mental health; the use and misuse of alcohol and other drugs and knowledge of support services available to address these issues
- Demonstrated ability to work with minimal supervision
- Willingness and ability to work within and contribute to PGC's vision, mission and values
- Ability to engage with individuals with different levels of needs and build and maintain a professional relationship
- Ability to work independently and contribute to the functioning of the team
- Ability to model positive behaviours, emotional maturity, coping skills and resilience
- Good interpersonal and effective communication skills
- Understanding of basic computer skills including Microsoft office and client reporting system
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.

#### **Personal Qualities**

- Treats others with dignity and respect; encourages and co-operates with others to achieve common goals; inspires trust and confidence
- Remains calm, focused and maintains perspective when faced with change, crisis and difficulty; does not give up or get disheartened when faced with obstacles; is flexible
- Responds effectively to challenging behaviours and complex needs. Responds in culturally appropriate ways
- Aims for optimum outcomes; sets a clear path/goals and manages time to achieve key outcomes; is proactive and self-motivated
- Recognises impact of own behaviour on others; learns from experience; recognises limitations; presents an image that promotes credibility and is appropriate to the role
- Engages and contributes to team activities including discussions; contributes to team spirit
- Committed to and acts for well-being of internal and external clients; ensures needs of service users remain key focus; good communicator
- Respects differences in all its forms; recognises the rights of others; is non-judgemental

#### **Registrations and Licences**

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	<ul style="list-style-type: none"><li>• National Police Clearance – no older than 3 months</li><li>• Current WA Driver's license</li><li>• Current Working with Children Check</li><li>• Copy of Passport or Birth Certificate</li><li>• Current First Aid certificate</li></ul>
	Subsequent to appointment staff must report any criminal charges or court appearances

I have reviewed this Job Description and I understand all of my job duties and responsibilities. I can perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I note that I should discuss them with my immediate Line Manager or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this Job Description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this Job Description prior to signing this form.

Employee's Signature \_\_\_\_\_

Employee's Name (please print) \_\_\_\_\_

Date \_\_\_\_\_