

<b>POSITION TITLE:</b>	<b>Community Connector Project Worker</b>
<b>FTE:</b>	<b>0.8 (30.4 hours per week)</b>
<b>CLASSIFICATION:</b>	<b>3.1.2</b>
<b>DIVISION:</b>	<b>Victim Assistance Program &amp; Homelessness Support Services</b>
<b>PROGRAM:</b>	<b>COVID-19 Community Activation and Social Isolation (CASI) Program</b>
<b>LOCATION:</b>	<b>East Gippsland or Melbourne, as well as work performed at the request of the agency at any Windermere location</b>
<b>TENURE:</b>	<b>6 months fixed term</b>
<b>DATE:</b>	<b>July 2020</b>

## 1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

## 2. OUR PURPOSE, VISION AND VALUES

### Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

### Our Vision:

A stronger, connected and supported community

### Our Promise:

Our many services working together with you for a better life

### 3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

This initiative aims to support residents in East Gippsland who have experienced practical, emotional and social impacts from COVID 19. The Community Connector Project worker will provide an initial intake response to referrals from the COVID-19 1800 number as well as community referrals, undertake a needs assessment and provide linkage and referrals to local services.

In addition, the Community Connector Project worker will engage with East Gippsland Community Services, volunteer groups and other community stakeholders to participate in a Local Support Network to ensure a coordinated local response. Regular follow up with residents will occur to ensure their needs are being met, and reporting on program outcomes will occur fortnightly.

Key Result Areas	Responsibilities	Performance Measures
<b>Provide intake response to consumers</b>	<ul style="list-style-type: none"> <li>• Make intake contact with assigned consumer(s)</li> <li>• Effectively and sensitively engage with consumer(s) who have experienced COVID -19 related impacts</li> <li>• Provide psychological first aid, information and advice, meet immediate needs and initiate immediate strategies for consumer as required</li> <li>• Complete an initial needs and eligibility assessment that will inform the referral to external services for case support.</li> <li>• Complete a risk assessment for the consumer</li> <li>• Ensure timely and effective referral processes and follow up to external services</li> <li>• Provide short term case management to appropriate consumers</li> <li>• Provide service in accordance with program internal processes and work instructions.</li> <li>• Develop and maintain accurate &amp; up to date consumer records, case notes and data and any other relevant documentation in line with case management guidelines</li> <li>• Seek guidance and advice in relation to difficult matters within an appropriate timeframe from the line manager</li> <li>• Demonstrate ability to recognise and manage own emotions while responding to complex consumer needs.</li> <li>• Role model high standards of professional practice and conduct in consumer service delivery, working in partnership with colleagues and agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete all program specific administrative tasks within the required time frames</li> <li>• Complete intake and assessment templates</li> <li>• Seek out opportunities to inform and advocate</li> <li>• All data is entered to relevant program data base as per program KPI's</li> <li>• Program reporting to DHHS is completed in an accurate and timely manner</li> </ul>
<b>Community Development</b>	<ul style="list-style-type: none"> <li>• Support the function and purpose of a COVID-19 Local Support Network in East Gippsland including invitations, Agenda preparation and distribution of Minutes</li> <li>• Utilize community engagement skills to strengthen partnerships and build capacity for the Local Support</li> </ul>	<ul style="list-style-type: none"> <li>• The Local Support Network meets regularly to coordinate responses to impacted residents</li> <li>• Resources and supports have been comprehensively mapped and engaged</li> </ul>

	<p>Network to continue functioning post the contract period of this role</p> <ul style="list-style-type: none"> <li>• Identify, mobilize and collaborate with community stakeholders able to support residents impacted by COVID-19</li> <li>• Support innovation and capacity to creatively reduce social isolation associated with COVID-19</li> </ul>	
<b>Team Responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders</li> <li>• Assist in the induction and mentoring of new staff in relation to intake procedures if required</li> <li>• Complete other duties as requested by line manager</li> <li>• Positively contribute to the culture and spirit of the work environment and to Windermere.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the development of procedures and systems within this program</li> <li>• Submit time sheets on time. Apply for all leave on CONNX and provide all supporting documents.</li> <li>• Positively embrace and adopt change as it occurs.</li> </ul>
<b>Quality &amp; Risk</b>	<ul style="list-style-type: none"> <li>• Provide services in accordance with Windermere Policy &amp; Procedures.</li> <li>• Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments &amp; accreditation processes.</li> <li>• Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements.</li> <li>• Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>• Manage complaints or grievances within Windermere policies</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure policies, procedures and codes are complied with at all times.</li> <li>• Ensure work practices comply with Windermere's Continuous Quality Improvement principles.</li> <li>• To positively embrace and adopt change as it occurs.</li> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> </ul>
<b>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values</b>	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p>

	<p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
--	---	---

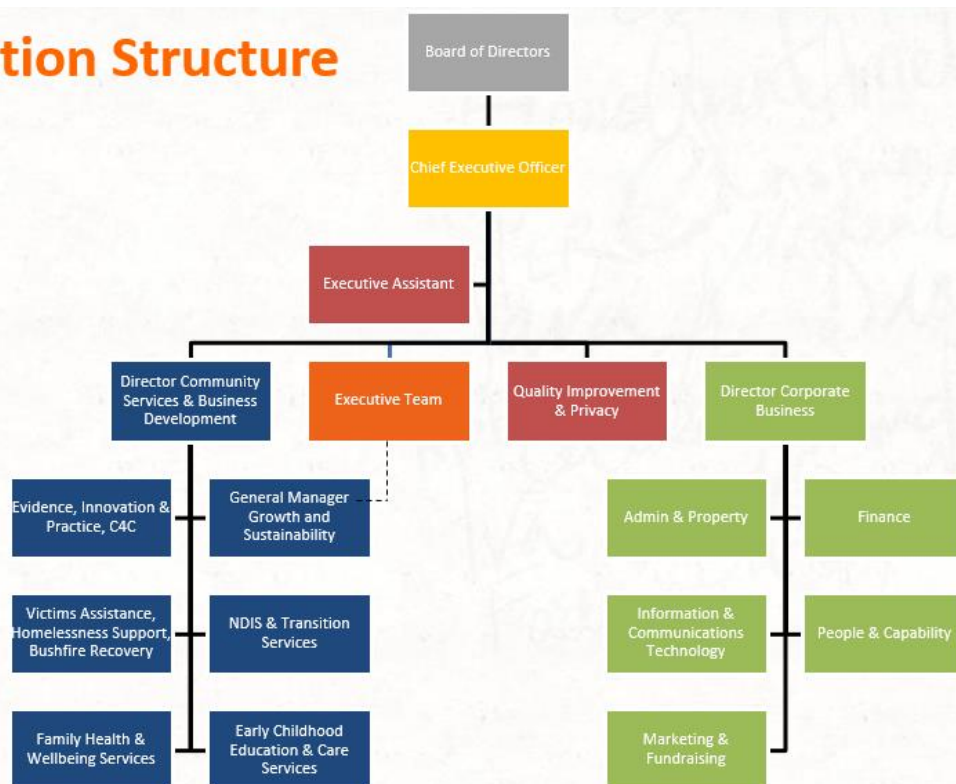
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

#### 4. ORGANISATIONAL RELATIONSHIPS

<b>LINE MANAGER:</b>	<p><b>Supervisor – Team Leader, Windermere Bushfire Recovery program</b></p> <p><b>Manager – Family Violence, Homelessness, Victims Assistance &amp; Bushfire Recovery</b></p>
<b>SUPERVISES:</b>	<b>Nil</b>
<b>INTERNAL RELATIONSHIPS:</b>	<b>Windermere's Bushfire Recovery Program and other Windermere staff as required.</b>
<b>EXTERNAL RELATIONSHIPS:</b>	<b>East Gippsland residents, community services. Local Government, DHHS, and volunteer organisations</b>

# Organisation Structure



## 5. KEY SELECTION CRITERIA

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Minimum 3 years' experience within the community sector, preferably in a trauma related field
- Demonstrated customer service experience and capacity to respond to diverse enquires from distressed consumers
- Understanding of providing a trauma informed response
- Case management, intake and assessment experience
- Community development experience and /or capacity to engage positively with a range of community stakeholders
- Basic skills in use of Excel
- Current Victorian Drivers' License and willingness to travel occasionally to regional Victoria if not a resident of East Gippsland
- Willingness to undertake relevant pre-employment screening and checks

## 6. CONDITIONS OF EMPLOYMENT

The terms and conditions of employment at Windermere are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

**Pre-Employment Disclosure** - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

**Medical Examination** - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

**Probationary Period** - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 days' notice in writing to the other party. At any time during, or at the end of the three-month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period. A **Qualifying Period** of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.

**Police Record Check** - All appointments are subject to a clear National Police Record Check.

---

**Working with Children Check** – All appointments (dependent on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

**Disability Worker Exclusion Scheme (DWES) List Check** – only applicable to Disability & Early Intervention Therapy Service (EITS) workers, as defined by the DWES, who are subject to a clear check result against the Disability Worker Exclusion List.

**Occupational Health & Safety** – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

**Smoke free environment** - Windermere is a smoke free working environment.

**Place of Employment** - You may be required to report for duties and work from any of Windermere's work locations throughout the service region.

**Qualifications** - The successful applicant will be required to substantiate formal qualifications.

## 7. WORK AND FAMILY BALANCE

The position may require some work outside of Windermere's ordinary operating hours from time to time. Windermere is an equal opportunity employer and values diversity so possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

Windermere understands the importance of promoting a family friendly working environment and promotes work-life balance by offering provisions that foster a culture of flexibility, support and wellbeing.

For more information on Windermere's Culture and Benefits please visit:

<https://www.windermere.org.au/media/1070/culture-and-benefits-flyer-2.pdf>

## 8. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter (quoting Job Reference number below)
- Statements addressing the key selection criteria required in the position description
- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed pre-employment safety screening checks for short listed candidates and requires evidence of relevant qualifications.

The personal information that you have provided in your job application and resume will be used for the purposes of assessing your application and will be treated in accordance with our Privacy Policy or by request to us. If you are unsuccessful in securing a position with Windermere we will hold your application for 3 months, after which time it will be securely destroyed. For further information about Windermere, including our Privacy Policy, please visit [www.windermere.org.au](http://www.windermere.org.au)

Under Victorian WorkCover legislation, it is the duty of the successful applicant to advise Windermere of any pre-existing condition which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the successful candidate might have for a work related aggravation of the non-disclosed and pre-existing condition.

Please send your application to [opportunities@windermere.org.au](mailto:opportunities@windermere.org.au) quoting "Job Reference 072" in the subject line of email.

Alternatively, you can send your application via the Windermere website: <https://www.windermere.org.au/careers/how-to-apply/>

---

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other

---

duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.

- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_