

Case Support Worker Position Description

Position Title:	Case Support Worker
Reporting to:	Volunteer & Support Manager
Role Purpose	<p>The Case Support Worker's primary role is to provide a trauma-informed, non-judgmental, emotional, and practical support to women and children who have experienced family violence and homelessness. Most of this support will take place whilst women and families are residing at the Good Samaritan Inn's crisis accommodation facility.</p> <p>Case Support Work involves a variety of tasks including welcoming women and families to the service and providing an intake function, undertaking ongoing risk assessment and safety planning, liaising with external agencies, and ensuring that the environment is friendly, culturally inclusive and client focused. Case Support work with women and children also involves leading play and other creative activities, groupwork, de-escalating behaviours and responding calmly and supportively to people in crisis. In addition to these tasks, this position involves practical responsibilities such as making up rooms, cooking and cleaning.</p> <p>This position consists of rostered shifts during the weekday, weekend, and evenings and overnight (sleep-over). As such, this position will be required to be performed both within a team environment and in a solo capacity with On-Call support as required.</p>
Classification:	<p>This position is paid under the Social, Community, Home Care and Disability Services Award 2010.</p> <p>Level 2, Pay Point 1</p>
Location:	Northern suburbs

Organisational Context

The Good Samaritan Inn was established in response to the need for emergency accommodation in and around Melbourne in 1996. The Inn is an initiative of the Sisters of the Good Samaritan.

The congregation of the Sisters of the Good Samaritan of the Order of St Benedict was founded in Sydney by the first Archbishop, John Bede Polding OSB, on 2nd February 1857. The foundation was made in response to a particular need in the growing colony of New South Wales ... to continue the work of the House of the Good Shepherd, established in 1849 ... as a refuge for needy women.

Constitution of the Sisters of the Good Samaritan

Mission

To support and assist women and children who have experienced family violence and homelessness.

Vision

Our vision is to support women and children to:

- Recover from the trauma of family violence and homelessness.
- Regain their personal strength and sense of self
- Be empowered to make clear and informed decisions about their next steps.

We will continue to grow and develop our accommodation services to better meet the needs of the people we serve.

Our Values

Inspired by the ministry of the Sisters of the Good Samaritan our values are:

Hospitality	<ul style="list-style-type: none"> • We welcome women and children as guests
Hope	<ul style="list-style-type: none"> • We meet women and children with hope and the belief that change is possible.
Compassion	<ul style="list-style-type: none"> • We provide practical, emotional, and therapeutic supports to help our guests recover from the trauma of family violence and homelessness
Respect	<ul style="list-style-type: none"> • We respect each woman's experiences, choices, and diversity • We work collaboratively and professionally
Community	<ul style="list-style-type: none"> • We recognise the community context in which our work takes place • We collaborate through our partnerships with women, volunteers, community organisations, and government. • We recognise the communities of support women establish with one another through their shared experiences.

We are a child safe and equal employment opportunity employer. Applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disabilities are encouraged to apply.

Core competencies	Responsibilities
Demonstrates Leadership	<ul style="list-style-type: none"> • Demonstrates capacity for working with women, young people and children who may be vulnerable, at risk and or using substances to manage their trauma and disconnection • Taking an active leadership role in welcoming women and families to the service and providing a warm and culturally inclusive environment. • Positively contributes to workplace culture • Shares knowledge, challenges and experiences with other staff members and volunteers. • Commitment to professional development, participation in supervision and Good Samaritan Inn events as required.
Delivers Quality Outcomes	<ul style="list-style-type: none"> • Provide crisis intervention and ongoing support to women and children who are experiencing family violence and homelessness in line with the Code of Practice for Specialist Family Violence Services. • Can de-escalate behaviours and respond in a calm and supportive manner to people in crisis. • Uses the Multi Agency Risk Assessment & Management Framework, (MARAM) to provide ongoing risk assessment and safety planning. • Comply with relevant mandatory reporting measures of family violence and child abuse and neglect to relevant authorities (Child Protection & Police). • Uses the GSI Crisis Therapeutic Support Model as a tool to meet the immediate and short term needs of women, young people and children. • Undertakes play and other creative individual and groupwork activities with children and young people as required. • Provide positive encouragement and relevant activities to enhance parenting skills using a strength-based approach. • Ensure case notes and data collection requirements are recorded in SHIP and adhere to organisational policy and procedures with respect to quality standards, privacy, and confidentiality. • Ensure all service provision is holistic and evidence-based, reflecting identified needs whilst aiming to promote independence, resilience and enhanced quality of life. • Operate inclusively ensuring that all relevant women, young people and children from Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities and those who identify as from the Lesbian, Gay, Bisexual, Trans, Intersex and Queer communities are treated fairly, given equal access to services and have their individual rights, beliefs and cultural values upheld. • Understanding and applying relevant Equal Opportunity, OHS, Privacy and Health Records legislation to all practice.
Works Collaboratively	<ul style="list-style-type: none"> • Work as part of a team within the mission and values of the Good Samaritan Inn • Liaise effectively and respectfully with external service providers. • Develop and maintain constructive, collaborative relationships with other GSI staff. • Participate in monthly staff meeting when scheduled and demonstrates a supportive approach to colleagues contributing to the overall team effectiveness. • Demonstrate an active commitment to reflective practice and attend monthly peer supervision sessions.

	<ul style="list-style-type: none"> • Works cooperatively and respectfully with supervisor, responding in a timely way to requests for supervision, preparing appropriately and rescheduling if unavailable. • Actively contribute to a safe workplace by ensuring all safety issues and incidents are reported and addressed in a timely manner.
Manages Self	<ul style="list-style-type: none"> • Takes reasonable care of own health and safety. • High level of resilience and self-care practices in place. • Ability to remain calm under pressure and always demonstrate professional behaviour. • Manage hours of duty in accordance with the agreed roster and timetable • Open to feedback from clients, stakeholders, and peers to reflect on and improve/modify practice accordingly. • Participates actively in relevant professional development and training, workshops, meetings, and other Good Samaritan Inn events
General Duties	<ul style="list-style-type: none"> • Regularly undertakes duties such as making up rooms, cooking and cleaning where required. • Maintain the confidentiality and security of the address and telephone numbers of the service • Other duties as directed by your supervisor, a manager, or Executive Director

Selection Criteria – Essential:

- Relevant tertiary level qualifications and/or at least 2 years' experience working in the community services sector
- Demonstrated experience and knowledge of working with women and children who have experienced multiple disadvantages
- Capacity for working within the mission of the Good Samaritan Inn
- First Aid training
- The capacity to work effectively in both a stand-alone role and as part of a team
- Demonstrated ability to work in a collaborative way
- High professional standards and dedication to quality service
- Capacity to relate effectively with staff, guests and volunteers
- A commitment to working with people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse, lesbian, gay, bisexual, transgender, gender diverse, intersex and queer communities.
- Excellent communication skills (written skills) and the ability to accurately write case notes.

Selection Criteria – Desirable:

- Demonstrated experience working with women and children who have experienced family violence and homelessness
- Demonstrated understanding of trauma-informed practice
- Has undertaken MARAM and Information Sharing training.
- Has a demonstrated knowledge of utilising the SHIP data collection and management system.
- Has demonstrated experience in working in residential settings.
- Has a demonstrated knowledge of OH&S issues.
- Has a current First Aid Certificate.

Conditions of Employment:

- The orientation and induction policy outlines the process leading up to the three-month probation period, and thereafter appraisals will be conducted annually if employment extends beyond the probation period.
- Must hold a current Working with Children's Check and be willing to undergo criminal history checks prior to commencement and as required throughout employment.
- Any offer of employment will be subject to a satisfactory national police record check and Working with Children's Check.
- Current Victorian Drivers Licence