

Position Description

Title: Uniting After Hours Response & Support Worker
Business Unit: Lifeline
Location: 211 Chapel Street, Prahran, VIC 3181
Employment type: Part time
Reports to: UAH Coordinator

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

Position purpose

To provide a responsive, informed and supportive service for Uniting Children, Youth and Family Services outside of normal business hours.

Scope

Budget: nil

People: nil

Relationships

Internal:

- Lifeline and Children, Youth and Family Services staff
- Lifeline and Children, Youth and Family Services volunteers
- All support and foundation staff

External

- Clients and their families
- Government Funding bodies

Key responsibility areas

Service delivery

- Provide after hours, first tier response and support to Uniting Children, Youth and Family Services staff and volunteers.
- Follow legislative requirements and procedures set down by the Department of Human Services (DHS) and Uniting in regards to the safety of clients and the reporting of incidents.
- Provide information and direction to users of this service with the focus on maintaining integrity of the placements and adherence to client management plans.
- Liaison and consultation with 2nd and 3rd tier of Children, Youth and Family Services, as required.
- Undertake key decision making regarding liaison with emergency services and After Hours Child Protection (AHCP)
- Produce accurate and appropriately detailed reports across the course of a shift.
- Assist to maintain an efficient filing system, by appropriately securing all UAH related documentation from and to Uniting Children, Youth and Family Services.

Communication

- Review client management plans and other resources in order to accurately respond to requests as required
- Actively listen and ask pertinent questions when liaising with stakeholders
- Speak politely and explain issues clearly with stakeholders

Teamwork

- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
- Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- **Essential:** Tertiary qualifications in social work, psychology, welfare studies, community services, counselling or equivalent

Experience

- **Recommended:** Experience working within child protection and/or the youth welfare sector.
- Previous experience working with children & young people

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for clients
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Client Focused:** Prioritises needs of clients

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Name:

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Signature:

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Date:

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