



Margaret Tucker Hostel

for Girls

Position Description	
Title:	Support Worker
Classification:	Crisis Accommodation Employee, Level 1 Pay Point 1 to 4 based on qualifications and experience to be confirmed as per the Social, Community, Home Care and Disability Services Award (SCHADS) 2010
Salary Package:	Annual Salary including 10.5% superannuation and access to generous salary packaging scheme. Penalty rates apply.
Reports to:	Team Leader
Location:	This position is based at Margaret Tucker Hostel in Fairfield
Over Award Conditions	Provided in accordance with Margaret Tucker Hotel policy: Additional 2.5% afternoon shift allowance Personal/Carer's Leave additional 2 days per year (total of 12 days) during first year of service and additional 4 days per year (total of 14 days) from second year of service thereafter.
<p>Organisational Information</p> <p>Margaret Tucker Hostel (MTH) was established in 1983 and is a proud Aboriginal community controlled organisation for young Aboriginal women who are experiencing or at risk of homelessness and/or family violence. We provide support to strengthen cultural connections, personal safety, living skills, health and wellbeing.</p> <p>MTH delivers a broad range of support services to young Aboriginal women who are homeless or at risk of homelessness. We also provide a service to young, homeless, Aboriginal women who are 15-18 years of age and pregnant or have a child under the under of 6 months old.</p> <p>MTH has a zero tolerance to all forms of violence, including child abuse, and is committed to creating a safe environment for the young women and their children with their best interests at all times in focus.</p> <p>MTH promotes the safety and empowerment of all the young women we work with and acknowledge both their cultural identity and resilience.</p>	
<p>Position Information</p> <p>This is a part-time position that includes sleepovers and works on a roster system with two other support workers.</p> <p>The role of the Support Worker is to work with young Aboriginal women and their children to access and/or maintain housing, employment, education and training opportunities to achieve meaningful participation in the community.</p>	

The Support Worker will ensure that the young women are provided day to day support, direction and care in a respectful, and safe home-like environment, and that they are given every opportunity to prepare for transition to independent living.

The Support Worker is responsible for the cooking, cleaning and household duties associated within the hostel and is required to perform a range of duties within the household whilst on shift and before handing over to the next oncoming staff member.

Position Key Responsibilities

Residential Support

- Support and encourage participation and understanding of Aboriginal culture in everyday life with young women
- Assist the young women to find new ways to connect with and understand their culture and heritage
- Maintain a culturally sensitive and safe environment within the hostel
- Support and attend events/initiatives in the Aboriginal community with the young women if needed
- At all times interact with and support young women in accordance with the values and philosophy of Margaret Tucker Hostel
- Conduct client-centred intake per policy and procedure
- Provide support and assist with the immediate needs of the young women utilising the Margaret Tucker Hostel resources available to all young women
- Provide support and assist with the day to day living skills, connections with the community, personal and social development, employment education and training needs of the young women
- Assist young women to follow up actions per their case management plans including housing, income, education and training, health and wellbeing and general living skills and recreational activities
- Complete daily shift notes and store in accordance with policy and procedure
- Utilise Margaret Tucker Hostel preventative approach and methods - monitor and maintain a harmonious, safe and secure environment at all times as a part of risk management
- Take action to contain and manage identified client risks as they emerge within an early intervention framework per Margaret Tucker Hostel policies and procedures
- Perform the duties of the day to day operation of the program including household tasks such as food orders/shopping, cleaning, cooking, ironing and tidying, re-setting rooms that become vacant, management of outdoor spaces and equipment for safety and use of all young women
- Uphold young women’s rights and responsibilities as developed by Margaret Tucker Hostel
- Constructively participate in case management, staff and organisational meetings as required
- Participate in external meetings/networks as required

Administration and Reporting

- Participate in daily handover with team members coming on or off rostered shifts
- Contribute to the written handover as part of achieving accurate and thorough team communication for optimum client support and safety
- Maintain accurate client records and statistical data as required by the funding body (DHHS)

	<ul style="list-style-type: none"> • Administrative duties to ensure maintenance of day to day operations such as petty cash and other expenditure, cab charge vouchers etc. per policy and procedure • Contribute to internal administration and reporting as required such as registers, minutes of meetings, reports (monthly, annual), checklists, filing and audits • Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System (CIMS) and On-Call • Undertake other duties from time to time as negotiated with the Manager or Team Leader
Professional Development	<ul style="list-style-type: none"> • Participate in and take responsibility for professional development • Receive and participate in formal supervision • Develop and implement Annual Work Plan • Complete Annual Performance Appraisal

Key Selection Criteria

1. Knowledge and understanding of Aboriginal culture and the issues facing Aboriginal communities today and a commitment to respecting Aboriginal culture, values and ways of doing business
2. Ability to demonstrate cultural sensitivity and use initiative within the role
3. Demonstrated experience in working with young Aboriginal women who are disadvantaged and/or have experienced or are at risk of homelessness
4. Understanding of the requirements in delivering services that manage client's risk factors; protective factors, support and developmental needs
5. Demonstrated knowledge of youth focused practice frameworks such as strengths based or trauma informed practice
6. A knowledge of other Aboriginal agencies/organisations locally who can provide support services that are associated with homelessness, drug/alcohol and mental health related issues
7. Excellent written and verbal communication skills including professional record keeping, active listening, negotiation, promoting respectful and solution focused outcomes
8. Demonstrated ability to collaborate, listen, motivate and support young people to enable change and engagement in the service and within their life
9. Experience in managing the household duties required for the residents such as cooking, cleaning, laundry utilising an experiential learning approach
10. Competency in using Microsoft applications and SHIP program and the capacity to write effectively and maintain appropriately case notes records and files
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Other Relevant Information

1. The appointment is subject to a clear police record check prior to commencement
2. The applicant is required to hold a current Employee Working with Children Check
3. The applicant is required to hold a current Victorian Drivers Licence
4. Current First Aid Certificate (desirable)

Margaret Tucker Hostel is a smoke free environment

Margaret Tucker Hostel strongly encourages applications from Aboriginal and/or Torres Strait Islander women.