

POSITION DESCRIPTION

Support Worker - DVRE Crisis Response

SERVICE:	Integrated Services
REPORTS TO:	Program Lead Homelessness
AWARD LEVEL:	SCHADS Level 4
CAPABILITY FRAMEWORK - Specialist Professionals:	Level 8
LOCATION:	CatholicCare Diocese of Broken Bay
STREAM:	Homelessness

PURPOSE

To provide an after-hours crisis response to Women and Families escaping Domestic and Family Violence. The role contributes to CatholicCare's strategic directions to address Domestic and Family Violence, working within a Human-Rights based framework. The service operates between 5:00 pm to 10:00 pm, providing both telephone and face to face support to Women and their children who have been temporarily placed in emergency accommodation or who require a crisis response within the community. The service provides assessment, crisis counselling, safety planning, immediate accommodation options and practical support to clients, and has a strong focus on external stakeholder engagement and working partnerships.

SPECIAL CONDITIONS OF EMPLOYMENT

- Participation in an After-hours On-call Roster as required.
- Be flexible with work hours and travel to other work sites, as required.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in an appropriate area. e.g.: Degree in Social Work, Degree Social Science/ Welfare, Degree in Psychology, or related discipline and/or demonstrated relevant industry experience
- Demonstrated understanding of domestic violence and working in the field of domestic and family violence including demonstrated knowledge of and familiarity with legal and other aspects of domestic violence, child protection and custody issues

- Demonstrated and detailed knowledge of and experience working with housing issues, and an understanding of the needs of homeless people
- Demonstrated ability to work effectively with individuals in crisis case management process, undertaking assessments; developing & reviewing case plans before exiting; and providing strength-based support to assist individuals, families, and children
- Counselling experience/skills
- Knowledge of current Child Protection and other relevant legislation
- Excellent verbal and written communication skills, including report writing
- Demonstrated ability to collaborate effectively with a variety of government and non-government organisations
- Demonstrated assessment skills
- Demonstrated advocacy skills
- Current and valid NSW Driver's Licence
- Competent computer literacy, especially Microsoft Word and Excel, Outlook

Other Mandatory Requirements:

- National Criminal History Check
- Working with Children's Check
- Current NSW Driver's Licence
- Access to an insured vehicle
- Advise CatholicCare Diocese of Broken Bay in writing of any condition that may impact on the ability to perform the responsibilities required of this role, including any change in circumstance that may impact on your Mandatory Compliance checks as listed.

KEY RESPONSIBILITIES

- Promote a 'risk-aware' culture where staff proactively identify, report and address all forms of risk to clients, staff and CatholicCare.
- Provide an environment that is safe for children and vulnerable adults, free from harm and promoting staff commitment to safeguarding.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting, child protection, safeguarding and WHS are met.
- Ensure safety standards are maintained for self and others and all hazards and incidents are reported within appropriate timeframes.
- Screening suitability of individuals and families accessing the service, and making referrals to other services where appropriate
- Providing safety planning, case management and case coordination services to clients that focuses on responding to the needs of clients, including both physical and psychological
- Responding to complex cases using professional judgment and initiative in a timely manner
- Work offsite and from satellite offices based at the premises of other agencies such as Police, Health and other NGO's
- Preparing CatholicCare crisis accommodation for client tenancy
- Facilitate appropriate networking within the broader community to ensure client access to relevant services that meet their needs

- Work onsite and in the field with other service providers including Police, Health and other Agencies to provide a holistic response to Domestic and Family Violence.
- Participate on relevant local committees and working groups to ensure interagency collaboration and coordination in the planning and development of local services
- Participate in community education by identifying community need, liaising with other agency staff, planning, implementing and evaluating community education programs & awareness raising through presentations to the community and parishes in the Northern Sydney District.
- **Positive Team Culture:** Lead by example according to CatholicCare's values of Respect, Hope, Commitment, professionalism, excellence and Social Justice to build and maintain a positive and engaged team culture.
- **Building Own Capability:** Embrace regular Monthly Development Meetings, as well as any other program-specific Supervision required, with a focus on your own wellbeing and to monitor goals for professional/personal development opportunities. Follow the standards set within the "Capability Framework- Key Result Areas", which provides the skills, knowledge and capability requirements for all positions within our organisation.
- Commitment to working respectfully with Aboriginal and Torres Strait Islander and Culturally and Linguistically diverse clients, communities and staff
- Other suitable duties as required from time to time to support the service within skill set, knowledge and scope of the role.

KEY RESULT AREAS

Key Results Areas	Capability Requirements	Performance Indicators
<p>Organisation Mission, Vision & Values</p>	<ul style="list-style-type: none"> • Working knowledge of and commitment to: The human rights-based approach across the range of services provided to family, child and youth support; Individual and community context of services, and CatholicCare mission, vision and values. • Understands the strategic direction under which the organisation operates. • Working knowledge of organisation infrastructure. 	<ul style="list-style-type: none"> • The human rights based approach, Organisation mission, vision, values and objectives are embedded in work practices.. • The strategic plan is explicit in communication with others, professional work and engagement with the community. • Outcomes reflect understanding of the relevant organisation context.
<p>Leadership/ Stewardship Teamwork</p>	<ul style="list-style-type: none"> • May lead a team, monitoring and coaching to achieve required outcomes/performance. Effective team member; provides support to higher level roles. • Shares knowledge and information and contributes to professional team meetings. • Schedules own work and contributes to work planning. • Monitors the progress of work and, under guidance, will estimate, cost and schedule work. 	<ul style="list-style-type: none"> • Applies effective leadership practices and approaches to develop and grow the team • Receives positive feedback from manager and the team regarding leadership style, sharing of knowledge and results. • Achieves performance targets and organisation requirements for the team through the effective leadership of the team. • Guides staff and teams in meeting organisation and external HR, WHS and other standards • Reports regularly and effectively to the manager, meeting required reporting standards including estimated costs and work schedules when required.
<p>Communication/Collaboration</p>	<ul style="list-style-type: none"> • Able to utilise flexible communication techniques that engender positive engaging relationships. • Has good listening skills and seeks, provides and/or shares information appropriately and respectfully; developing influencing skills. • Shares knowledge and information and 	<ul style="list-style-type: none"> • Listens and communicates effectively across all levels in the organisation and across diverse individuals, families and community groups. • applies problem resolution and negotiation skills effectively

	<p>collaborates with other teams.</p> <ul style="list-style-type: none"> • Has a network of relevant contacts to resolve work issues. • Acquires basic negotiation techniques to ensure processes and protocols are followed and work is appropriately handled. 	<ul style="list-style-type: none"> • Establishes and effectively uses a network of internal and external people relevant to the role – sharing knowledge and information as appropriate.
Person/family/ Customer Service	<ul style="list-style-type: none"> • Supports internal and external customers with service provision and decision making about their requirements. • Applies the practice framework. On straightforward matters, maintains regular communication with customers. • Able to work with other teams or service providers. • Understands diversity and confidentiality requirements. • Works with more experienced staff on the more sensitive or serious matters or complaints. 	<ul style="list-style-type: none"> • Decision results in effective support and planning for internal/external customers and other work areas. • Adopts a confidential professional level effective approach to providing services to a diverse range of customers consistent with the practice framework. • Good judgement and acts appropriately including escalating matters to the Manager where necessary. • Assistance provided to more experienced staff meets the required standards of sensitivity and confidentiality.
Personal Accountability	<ul style="list-style-type: none"> • Understands the intent and framework of relevant compliance legislation, quality standards, policies & procedures relevant to the role, and where to find necessary information. • Contributes to health, safety and wellbeing and to an effective workplace. • Understands the need to appropriately use financial and other resources. • Able to market and promote organisation service offerings and work with other agencies and stakeholders. 	<ul style="list-style-type: none"> • Judgements and decision reflect an understanding of the intent of relevant legislation, quality standards, policies and procedures. • Effective professional level analysis and synthesis evident in contributions to WHS. • Recommendations for improvements are relevant, well considered, timely and clear. • Is sufficiently aware of the organisational context to understand the impact of financials and the broader impact of decisions to use resources. • Capability to promote and market service offerings is evident in business and service outcomes.
Quality Improvement & Innovation	<ul style="list-style-type: none"> • Practices own work and problem resolution creatively and flexibly. • Supports innovation and creativity at the 	<ul style="list-style-type: none"> • Professional practice encompasses creativity and flexibility. • Individual and team outcomes are enhanced through effective support with innovative and creative development of solutions.

	<p>individual and team level, and in working with other areas and teams.</p> <ul style="list-style-type: none"> • Understands quality principles, and the application of quality improvement methods. • Understands the impact of proposed solutions on other areas. • Participates with other areas in problem identification and resolution tasks. Applies improvement processes. • Foresees consequences. 	<ul style="list-style-type: none"> • Professional practice improvements take into account possible consequences and are consistent with the requirements of other teams and the broader organisational context requirements.
<p>Persons/Family Centred Knowledge & Application</p>	<ul style="list-style-type: none"> • Understands and applies knowledge of the range of customers' goals and needs. • Understands the principles and processes of working with customers to identify these and of developing case plans which involve multiple services and support networks. • Initiates straightforward use of persons/family practices and processes. • Identifies areas of policy and practice to facilitate persons/family practices. • May coordinate case planning processes. • May oversee the straightforward implementation and review of person/ family practices within service offerings. 	<ul style="list-style-type: none"> • Service outcomes indicate understanding and effective application of professional knowledge to successfully support customer's goals and needs. • Recommends policy and practice areas for improvement • Coaches mentors team members. • Case planning is effectively coordinated and meets service goals and needs of customers. • Implementation of straightforward support meets service requirements. • Reviews of person/family practice comply with methodological requirements.
<p>Group work</p>	<ul style="list-style-type: none"> • Has a professional understanding and can apply group work methodologies in some specific areas of identifying customer group needs and delivery of services. • Keeps up to date with the range of relevant methodologies. • Able to communicate effectively with other professional and service staff members. • Assists senior professionals with the provision of more complex group services. 	<ul style="list-style-type: none"> • Professional practice indicates competent understanding of relevant methodologies to identify needs in some specific areas. • Can provide evidence of keeping up to date with relevant group work methodologies. • Feedback from other professionals indicate satisfactory communication, sharing of information and participation in decision making. • Assistance provided to senior professionals is consistent with expectations.

<p>Professional Practice (Evidence-based Practice)</p>	<ul style="list-style-type: none"> • Understands the application of persons/family professional practice standards and safe practices. • Has sufficient knowledge and practice expertise to judge and assess: Research; Standard customer service delivery situations and problems and recommend appropriate solutions. • Can apply methodologies in some specific areas of relevant professional practice. • Keeps up to date with the range of relevant practices. 	<ul style="list-style-type: none"> • Persons/family support outcomes indicate professional competence in some specific areas. • Documentation shows appropriate steps taken to resolve issues with no ongoing related issues. • Evidenced based judgements considered sound, and assessments and service delivery outcomes meet required standards. • Issues beyond experience are escalated to more experienced professionals and/or manager. • Can provide evidence of keeping up to date with relevant group work methodologies.
<p>Assessment, Inquiry & Decision Making</p>	<ul style="list-style-type: none"> • For customers with non-complex needs, provides persons/family strengths-based assessments and interventions in close cooperation with and other professionals. • Uses professional knowledge and experience, develops and implements standard interventions and case plans based on customer goals and needs. • Maintains appropriate customer contact, documentation and case notes. • Participates in case conferences. • Refers to other service types as appropriate. 	<ul style="list-style-type: none"> • Competent strength-based assessments and interventions for customers with straightforward needs. • Action plans meet quality and timeliness expectations. • Outcomes reflect capability at the competent level when developing case plans to meet straightforward needs. • Effective participation in case conferences including documentation. • Customer contact documentation and case notes considered satisfactory. • Referrals and reports are appropriate and timely.
<p>Community Engagement & Education</p>	<ul style="list-style-type: none"> • Under guidance, implements local community knowledge sharing, training and coaching activities and plans. • Participates in needs analyses. • Develops recommendations to build 	<ul style="list-style-type: none"> • Feedback from the community indicates satisfaction with processes and outcomes implemented under guidance. • Appropriate links have been established: Other professionals, agencies, volunteer groups and community organisations.

	<p>community engagement and capacity.</p> <ul style="list-style-type: none"> • Maintains and assists in developing networks with other agencies, volunteer groups and community organisations. 	<ul style="list-style-type: none"> • Needs analysis include all necessary factors for consideration. • Recommendations are consistent with organisation/service requirements and are realistic and timely. • Supports persons/families in accessing the relevant contacts and community connections. • Assistance with community needs assessment is appropriate.
<p>Reporting, Documentation & Administration</p>	<ul style="list-style-type: none"> • Carries out reporting, documentation and administration tasks. • Prepares standard case plans and reports. Maintains all required documentation. • Effectively uses information and communication technology. • Extracts data from multiple sources and assembles into standard formats for analysis. 	<ul style="list-style-type: none"> • Standard case plans, reports and documentation requirement are appropriately completed and on time. • Makes appropriate recommendations from a practical and professional practice perspective. • Competent use of relevant technology. • The quality of analysis reflects sound understanding of data sources and the capability to understand the meaning of the data.

