



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position:	Social Inclusion Worker
EFT:	Part-time 0.6 FTE
Reports to:	Team Leader – Skills 4 Life
Role Purpose:	<ul style="list-style-type: none">• To work as a member of the Skills 4 Life team to provide social inclusion, wellbeing, recreational and skill development resources and activities/programs to women and their children who have experienced family violence, homelessness and/or mental ill-health.• To be informed by following frameworks and principles in all work:<ul style="list-style-type: none">○ Community development;○ Strengths based;○ Person centred;○ Trauma informed.• To plan, develop, and support the delivery of individual and group programs and opportunities in order to support, enhance and rebuild participants' sense of safety, reduce social isolation, create a sense of belonging, promote confidence and increase independence, in collaboration with the Skills 4 Life Team Leader.• Work in collaboration with the Skills 4 Life Team Leader to design and implement Skills 4 Life participant intake, assessment and feedback processes and procedures• To supervise and support volunteers and contractors as applicable to social inclusion activities.

	<ul style="list-style-type: none"> • To induct and support student placements, volunteers and contractors • Participate in client case-coordination meetings to identify and support participants to build upon their strengths, capabilities, interests and objectives within the Skills 4 Life program. • Actively promote all Skills 4 Life programs in collaboration with the Skills 4 Life team.
Internal Relationships:	<p>The Social Inclusion Worker will report to the Skills 4 Life Team Leader.</p> <p>The Social Inclusion worker will be required to maintain and build a culture of collaboration by developing strong relationships across the organisation with women, staff, volunteers and contractors.</p> <p>In particular:</p> <ul style="list-style-type: none"> • Skills 4 Life staff, volunteers and contractors; • McAuley House and McAuley Care case-management, and residential support worker team members; • McAuley Works case managers.
External Relationships:	<p>The Social Inclusion worker will be required to initiate and maintain ongoing connections with external organisations and individuals, who provide programs, services, and opportunities as they relate to Skills 4life program, including but not limited to: Community houses, other NFP organisations, program facilitators etc.</p>
Remuneration:	<p>Social, Community, Home Care and Disability Services Industry Award 2010 (MA000018) Level 4.</p> <p>Salary Packaging available.</p>
Location Base:	<p>McAuley House Footscray – regular travel to other sites will be required.</p>

ORGANSIATIONAL OVERVIEW

Service	<p>McAuley Community Services for Women, is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea:</p> <ul style="list-style-type: none"> • Family Violence (McAuley Care Program) A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988. • Homelessness (McAuley House Program) A medium term community accommodation for women who have experienced homelessness and mental illness, established in 1986. • Employment (McAuley Works Program) An innovative program designed to assist women to re-enter/enter the workforce after experiencing homelessness and/or family violence. • Skill development (McAuley Skills life program) A social inclusion and skill development program assisting women to build upon their capacity to live fulfilling, independent lives.
Mission	<p>Creating a world that enables women and their children to participate in society on their own terms through innovative services, advocacy and a caring community... so violence and homelessness can be eradicated</p>
Vision	<p>Women are safe, supported and empowered to achieve their highest potential... All home safely</p>
Values	<p>McAuley Community Services for Women is committed to:</p> <ul style="list-style-type: none"> • Hospitality • Compassion • Justice • Community <p>In our daily encounters we offer women the opportunity for empowerment in their lives.</p>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
<p>Individualised and family Support / service delivery</p>	<ul style="list-style-type: none"> • Empower and provide individualised support in daily living skill development, and social inclusion activities to McAuley participants, strengthening their capacity to lead sustainable, fulfilling, independent lives and to achieve their self-identified goals and/or case-plan objectives in collaboration with Case Managers. • Initiate regular communication with program participants to identify goals, track progress towards goals, and encourage attendance and feedback and involvement in all activities and opportunities. • Keep residents, relevant staff, volunteers and contractors informed and updated on program developments. • Seek on-going feedback from participants, staff, volunteers and contractors to ensure continuous improvement of program development. • Maintain appropriate program records including: attendance records; case notes; program hours; and program progress reports (as requested). • Support Skills 4 Life program participants in an outreach capacity (women in community), in consultation with relevant program site Team Leaders and/or Case Managers where appropriate. • Strengthen a participants' connection to community and links to services, supports, social activities and/or training and education. • Communicate sensitively and appropriately with women and children escaping family violence including women with CALD or Aboriginal backgrounds or with a Disability. • Contribute to the development of a safe and nurturing environment for women and children and promote a child safe environment. • To assist in ensuring that residents/participants are as involved as much possible in the day-to-day care of the house and the provided community and social activities • To provide other related support services as required in collaboration with other staff and the resident/participants individual case- plans in line with the MCSW case coordination model.

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
	<ul style="list-style-type: none"> • To identify and participate in the planning and facilitation of events to celebrate or pay respect to significant cultural, and/or other days of importance to the McAuley community, for example: National sorry day, Eid, Easter, participant birthdays etc. • Assist in the day to day running of McAuley residential facilities. • Demonstrate and model a 'best practice' approach to all Skills 4 Life program activities. • Participate in regular Skills 4 Life team planning meetings. • Complete the Skills 4 Life entry and exit surveys with McAuley house clients upon client arrival and departure.
House Support	<ul style="list-style-type: none"> • Assist where possible and appropriate with related activities and community programs or workshops that occur in the house setting • To provide hospitality to visitors and staff by assisting in reception and other related administration support- internal rostering, visitors log book, building maintenance etc. • Other duties as directed by program Team Leader
Community Engagement & Support	<ul style="list-style-type: none"> • Provide support and connection for women to access activities through the Skills 4 Life program • Engage and attend relevant community networks and partnership meetings • Create linkages and partnerships with services and other support programs in the area, building the program content of Skills 4 Life program. • Promote McAuley House as the program 'hub'. • Co-facilitate and work alongside of program volunteers, contractors and community members.
Understanding Family Violence and Homelessness	<ul style="list-style-type: none"> • Communicate a shared understanding with clients of power and gender issues in family violence and their effects on children and young people • Provide families with information that is relevant, accurate, up to date and easy to understand • Have an awareness of other issues that may affect women and their children's choices and decisions such as immigration status, cultural issues, effects of torture and trauma and financial status

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
Risk Management and compliance	<ul style="list-style-type: none"> • Adhere to the risk assessment processes, informing each woman of her right to safety, and assist her to identify potential safety risks and needs for herself and her children • Observe safe work practices in accordance with training and instruction given, and report any risk to the program Team Leader • Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees, volunteers and visitors • Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development • Participate in annual performance appraisal
Self Management	<ul style="list-style-type: none"> • Adapt communication style dependent on the context, situation and needs of the individual • Lead by example; recognise the effect own behaviour has on others • Maintain professionalism; manage and contain own emotions • Behave consistently and fairly; respect and value others contribution • Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events • Maintain professional knowledge and propose access to relevant training to ensure high quality service provision • Monitor own work and initiate discussion about any concerns with the program Team Leader • Be aware of the effects of vicarious trauma and seek support if required • Working autonomously as required. • Seek out supervision and debriefing through line management as required
Team Work	<ul style="list-style-type: none"> • Promote a strong team approach, ensuring a workplace culture of cooperation, encouragement, affirmation and accountability • Participate in appropriate professional development opportunities • Attend regular meetings, committees, and networks which are deemed relevant to the position. • Participate in monthly Birthday program

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
	<ul style="list-style-type: none"> • Mentor and provide practical support to volunteers and contractors • Actively seek and be willing to participate in regular supervision and reflective practice • Assist team members as required
Administration	<ul style="list-style-type: none"> • Maintain program facilities, resources and equipment in good working order, ensuring any accounts, subscriptions memberships and other service user requirements are always up to date and functional. • Ensure ongoing accurate record keeping, including case notes, completed forms and reports according to program guidelines and agency registration obligations • Follow guidelines regarding the use of petty cash and credit cards, including record keeping and reporting on use of allocation. • Follow guidelines regarding use of brokerage funds and track brokerage use • Ensure client records and all relevant administration records, receipts and documents are kept in correct locations on shared drive • Ensure that all documentation is accurate and completed in a professional and timely manner, including: case note recording, data entry and retrieval, in accordance with program procedures • Ensure adherence to privacy, confidentiality, health records and data protection laws at all times.
Planning & Development	<ul style="list-style-type: none"> • Participate in the development and implementation of the policies and procedures • Participate in program research and service evaluation • Participate in an annual performance appraisal • Assist to identify areas of un-met need and Program development opportunities
Seeing the Big Picture	<ul style="list-style-type: none"> • Understand how own role supports organisational vision, values and goals • Knowledge of full range of McAuley services & programs • Knowledge of homelessness, family violence and mental health sectors • Participates in continuous improvement for sustainable outcomes

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
Client Focus	<ul style="list-style-type: none"> • Contributes to McAuley’s integrated client continuum of care • Provides high quality integrated services and programs • Co-operates with others across and outside the organisation • Ensures compliance through policies and procedures to minimise risk and ensure quality service provision
Engaging People	<ul style="list-style-type: none"> • Communicates with clarity, conviction and respect • Contributes to integrative teamwork and/or Leadership • Values input and contribution from others • Builds strong networks and collaborative partnerships
Reflective practice	<ul style="list-style-type: none"> • Effectively manages self and priorities to carry out assigned work safely • Participates in regular supervision and team meetings using a strengths based approach • Reflects on own strengths and areas for development • Seeks and provides evidence based feedback

KEY SELECTION CRITERIA

Essential Requirements

- Demonstrated experience working in at least one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence.
- Experience in planning, developing and/or facilitating group work, workshops and/or community programs
- Highly developed interpersonal, communication and negotiating skills and the ability to deal with complex situations and multiple stakeholders
- Experience in effectively supporting clients with high and/or complex support needs and responding to crisis situations.
- Demonstrated knowledge of family centered, trauma informed practice and strengths based approach
- Knowledge of wellbeing and social inclusion programs available in the broader community and existing connections with such.
- A current driver's licence
- Valid Certificate in HLTF311A Apply First Aid or equivalent (should you not possess this certificate and are successful in acquiring the position, McAuley will arrange this for you).
- High competence computer literacy in Windows, Word, Excel, email and internet

Preferred Requirements

1. Ability to articulate feminist frameworks as a construct for working with women.
2. Previous experience in working with volunteers, contractors and student placements.
3. Knowledge of the services and networks that are needed by and available for people experiencing family violence and/or homelessness.
4. Experience using SRS/SHIP database practice.
5. Demonstrated knowledge and application of a range of risk assessment, intervention and direct practice support work approaches.

CONDITIONS OF EMPLOYMENT

- This position is offered on a probationary period of 6 months
- Monthly supervision will be required and Annual Performance review will take place 12 months post commencement date.
- This position description will be regularly updated in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- Current Victorian Driver's Licence.
- National Police check (and International Police check if applicable) required (cost covered by McAuley for successful applicant).
- A current Working with Children Check (Employee version).
- All McAuley employees are required to:
 - Comply with all MCSW policies and procedures.
 - Comply with all Occupational Health and Safety legislation and regulation.
 - Comply with all other Commonwealth and State legislation relevant to the organisation.
 - Uphold and enhance the reputation of McAuley Community Services for Women.
 - Maintain the highest standards of integrity and behaviour in line with MCSW Code of Conduct and undertake identified training and professional development activities/programs.