**Position Description:**

**Support and After-Hours Worker**

1. General Information

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| **Position title:** | Support Worker  |
| **Department:** | Safe Futures Foundation |
| **Position Reports to:** | Senior case worker or site manager |
| **Classification:** | SCHADS Level 3Plus 10% superannuation and access to salary packaging |
| **Job status:** | Casual, rotating roster including sleep over shifts, weekends and public holidays. |
| **Location:** | SFF Knox, Maroondah or Wyndham |
| **Key Relationships:** | Internal:CEO, General Manager Service Delivery, Site Manager, Corporate Services Staff, Service Delivery Staff External:Referring agencies, clients their families and advocates, community service organisations and partners including Safe Steps, Vic Police, regional organisations and key stakeholders. |

1. Overview of Safe Futures Foundation

Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people’s stories for over 40 years. Safe Futures has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. We employ case managers and women’s and children’s advocates across 2 main sites in Melbourne’s Eastern suburbs and 1 site in the Western Melbourne Region. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

* Safe in the Community
* Community Connect &
* Intake and Emergency Accommodation- Eastern and Western Melbourne Regions

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink, Community Services and self-referrals.

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people.

Safe Futures Foundation is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability.

**Our Vision**

We strive to create a safe future where people are free from family violence.

**Our Model**

The Safe Futures model is premised on a “wrap around “process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap around plans aim to develop problem solving and coping skills and self-efficacy of Family Violence Survivors. Safe Futures wraparound Philosophy of care begins with the principle of” voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

1. The Role

Working as part of a dynamic team the family violence support worker assists the work of SFF family violence case managers to implement goals and meet needs identified in client plans. The support worker has the primary responsibility to assist in the co-ordination and delivery of practical supports and resources for women and children in refuge accommodation, experiencing family violence and trauma. The role also requires identifying community resources and linking clients to community-based activities and services.

1. Key Accountabilities

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| **Duties*** Assist with the co-ordination and access to a range of community services and supports to meet needs identified in client case plans
* Participate in sleepover shifts on weekdays and weekends
* Provide an afterhours response to the women and children onsite if required
* Assist with skill development in line with goals identified in case plan
* Provide support to the children’s worker in running activities
* Develop resource directory and assist with access to community services
* Liaise and develop effective working relationships with agencies and key stake holders providing services and supports to women experiencing family violence and homelessness
* Attending client meetings with woman’s case worker and children’s worker to assist with implementation of case plan goals
* Providing general emotional support to clients
* Liaising with case workers regarding safety concerns or risk issues identified or reported
* Liaise with women’s case managers/ children’s worker to prioritise task
* Share electronic diary with team members to assist with availability
* Assisting with client transport to appointments i.e., dental, medical, Centrelink, playgroups, childcare, bank, maternal health
* Orientation of clients to local area and available services.
* Manage local office calendars for room hire, vehicle and equipment use
* Be the first point of contact for general enquiries
* Prepare, distribute and store correspondence (e.g: emails, team meeting minutes, mail etc.)
* Manage office stock and supplies
* Shopping assistance for clients where required
* Sourcing childcare
* Assisting clients to relocate if required
* Ticketing cleaning and other maintenance jobs for refuge
* Light cleaning, laundry and sorting of goods/stock as required
* Preparation of accommodation units

**Property Readiness and Maintenance*** Contribute to the coordination of accommodation readiness for the next client within one full working day of a client vacancy, or as otherwise agreed
* In conjunction with the Program Manager ensure Safe Futures properties are maintained in accordance with agreed property management standards and OH&S policy
* Purchase of food, household items and goods as required for the clients and units
* Update and maintain client information books and other relevant client support material in each crisis property
* Ensure all Contractors have WWC and Police Checks and abide by Safe Futures Policies and Procedures
* Develop and maintain contractors lists

**Vehicle Management*** Undertake responsibility for cyclical vehicle maintenance and service
* Ensure that parking money is available in each vehicle and collect parking and petrol receipts
 | **Measures/KPIs to be achieved*** SHIP note entries and supporting documents are up to date and meet policy guidelines
* Regular liaising with case workers to ensure co-ordinated responses for clients to meet needs and goals identified in case plans.
* Contribute towards meeting client targets
* Preparation of accommodation units in line with organizational standards and timelines
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| **Program Development*** Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development
* Participate and contribute to organisational change process
 | **Measures/KPIs to be achieved*** Participate in all staff meetings and planning days
* Participate in all staff professional development
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| **Teamwork and Communication*** Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures
* Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation
* Share knowledge and resources across staff team
* Assist and support team members to achieve client outcomes when necessary
* liaise with staff team and supervisors for workable solutions and options
* Role model respectful and professional behaviour at all times including displaying initiative, honesty, fairness, transparency and accountability
 | * Participate in team meetings and supervision
* Participate in client reviews, handover and meetings as required
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| **Occupational Health and Safety*** Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required
* Assistance in the maintenance of a clean, hazard free work environment
* Follow workplace procedures for accident/incident reporting
* Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders
* Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors
* Practice in accordance with child safety standards and reportable conduct guidelines
 | * 100% compliance to OHS policies and procedures
* Risks identified, documented and managed
* Major and non-major client incidents reported in accordance with DHHS client incident management guidelines
* All OH&S risk and injuries to be reported on the risk register, TICKIT
* Participation in OH&S meetings
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| **Information Management*** Adhere to relevant record management systems and comply with Privacy Legislation
* Ensure record keeping is in line with quality, auditing and accreditation standards
* Case notes to be completed according to Safe Futures Foundation case practice guidelines
 | * Evidence of and records are kept and maintained up to date at all times
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| **Other Duties*** Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.
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**Pre-Existing Injury**

* Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

**Immunisation**

* Consider appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

**Mandatory**

* Police check
* Working with Children’s Check
* Current Victorian Drivers License
1. Key Selection Criteria/ Position Requirements

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| **Qualifications** | **Desirable*** Experience working in the Family Violence sector.
* Diploma in Community Services or equivalent
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| **Previous Experience** | **Desirable*** Case or support work experience with particular skills in working with families, mental health, disability or alcohol and drug issues
* Experience in delivery of services responding to women and children experiencing Family Violence
* Knowledge of the MARAM (Multi Agency Risk Assessment and Management Framework)
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| **Required Knowledge and Skills** | **Essential*** Highly developed organisational skills and ability to prioritise competing demands
* Good communication and written skills
* Problem solving capabilities evidenced by seeking relevant information, seeking different perspectives, identifying and progressing workable solutions

**Desirable*** Proven ability to function both independently and as part of a team
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| **Personal Attributes & Values** | * Team player
* Strong communicator
* Self manages and able to identify self-care strategies
* Seeks guidance and support from manager when required or where high risk identified
* Self-motivated to seek out information, supports and resources
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**Employee Position Declaration**

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

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| **Employee Signature:** |  |
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| **Print Name:** |  |
| **Date:** |  |  |