

Dear Applicant,

Thank you for your interest in the position of **Key Worker at Community Living Program (CLP)**. Please find attached an application kit containing the following documentation:

- Position Description (CLP Key Worker)
- A Good Worker's Checklist developed by CLA Constituents (CLA Star Trainers)
- Selection Criteria
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

Community Living Program works with people with intellectual and cognitive disabilities to enable them to achieve their maximum potential as members of society. **We value relationship-based, trauma-informed and capacity building practice.**

CLP is seeking 2 Key Workers to work with constituents to achieve their goals for change. This is a full-time position (38 hours/week), on a twelve-month contract. Remuneration is at a SCHCADS Level 3 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHCADS award can be accessed here: https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

Role of Key Worker:

- Providing proactive outreach,
- Direct holistic casework support (short and long-term) to constituents.
- Facilitating groups and engaging in community projects.
- Working collaboratively with families, significant others, support coordinators and service providers who are in contact with constituents.
- To develop a supportive and respectful relationship with constituents and explore what is important to them.
- Implementing the CLP capacity building practice framework to support constituents to build relationships, resources, decision making and knowledge in their life.
- Trauma informed practice to approach with a high level of understanding of trauma, the impact of trauma on constituent's life.
- Attendance and participation in weekly CLP Team Meeting
- Administrative tasks include case notes, taking referrals, reception duties, answering phones, locking up.
- Supporting the Team Leaders in data collection, service documentation, evaluation, service development and systems advocacy.

Benefits of working in the Community Living Program:

- Variety of individual, group, and project work opportunities supporting people to achieve individual and collective goals for change.
- Diverse practice and skill development opportunities. CLP supports young and older adults with diverse needs and lived experiences.
- Receive day to day practice support and regular formal supervision by a qualified and experienced Social Worker (weekly during probation and monthly after probation).
- Attend weekly team meetings for case reflections and team development
- Comprehensive induction and internal training sessions
- Mobile Phone

- Not for profit salary packaging

To apply for the position of Key Worker, please provide written responses to the selection criteria attached, **including examples to illustrate your practice.** Applications with no selection criteria will NOT be considered.

Applications are due by **5pm Monday 9th August 2021**. Shortlisted applicants will be interviewed on **12th & 13th August 2021**.

Yours sincerely,

Sarah MacDonald & Michael Wong

CLP Team Leaders

COMMUNITY LIVING PROGRAM

ROLE DESCRIPTION

KEY WORKER CLP TEAM

Purpose of this position:

To develop a supportive and respectful relationship with the constituent

- that is valuing of them, their needs, aspirations and abilities; and
- in which they are able to explore what is important to them.

To work in ways which offer constituents a variety of opportunities

- to develop/maintain physical and emotional well-being;
- to develop/maintain personal meaning and personally valued roles in their lives;
- to develop/maintain meaningful and rewarding connections with friends, with intimate relationships, with family and in the community;
- to improve the social and economic conditions of their lives; and
- to feel safe and be free of exploitation.

Tasks Include:

- To inform potential constituents, their families and service providers of our service.
- To provide short and long-term ongoing individual casework, facilitate groups and engage in projects/community work.
- To provide core and/or capacity building services per NDIS plan.
- To work in a proactive outreach way in order to build and maintain working relationships with constituents and in which constituents and workers work together to extend CLP's response to the constituent's need.
- To share information with constituents about life options, e.g. relationships, sexuality, interests, work, independent living, and to encourage the development of "hopes and dreams" of how they would like their life to be.
- To support constituents in areas which inform self-awareness of abilities and a sense of control in their life:
 - 'self-development skills', e.g. physical and emotional health, feeling good about self, decision making, planning;
 - 'relationship skills', e.g. forming friendships, living with others, intimacy, conflict resolution; and
 - 'doing skills' e.g. understanding contracts, budgeting, cooking, shopping, finding out information, using transport and other community resources.
- To assist constituents to develop an awareness of their right to engage in and join others in political processes and proactively support avenues to do this.

- To challenge and confront ideas and actions which place constituents at risk of exploitation or involvement in illegal activities.
- To actively link constituents with people, services and activities in the community e.g. community activities, recreation services, employment services and accommodation options.
- To work with community groups and services by providing information and training, to enable them to be more responsive to the needs/requirements of people with a learning disability.
- To work collaboratively with other organisations to respond to common issues affecting the lives of constituents.
- To work collaboratively with other members of the team in planning and implementing ways of working.
- To share, as required, administrative responsibilities e.g. taking referrals, reception duties, on-call roster, answering phones, locking up and recording at team meetings.
- To be aware of all organisational policies and procedures and to act in accordance with these.
- To evaluate, share and document practice.
- To contribute to ongoing program development.

- To avoid conflict of interest in relation to implementation of constituent's plan.

Accountability:

- Community Living Workers are accountable to the Co-ordinator or their nominated representative.
- In accordance with the Staff Supervision and Staff Development Policy, regular monthly supervision will occur with the Team Leader.
- Workers will be supported with opportunities for ongoing supervision, training and education (as per S.A.C.S. Award conditions).

A Good Worker's Checklist developed by CLA Star Trainers

- ❖ Good workers support me no matter what it is
 - Crisis and emergencies
 - Solving problems
 - Achieving goals
 - Learning new skills
 - Having someone to talk to
 - Talking to other people and services

- ❖ Good workers know important things about me
 - Things I can have trouble with
 - My ways of learning
 - How I express my feelings
 - The important people in my life
 - My achievements and goals

- ❖ Good workers respect me
 - They respect my privacy
 - They ask and listen to me
 - They tell me what is happening
 - They tell me if they are running late
 - They are honest with me
 - They work as a team with me

- ❖ Good workers are good at communicating
 - They listen to me
 - They help me understand
 - They help me talk to other people
 - They help me have tough conversations

- ❖ Good workers are good to work with
 - They are friendly
 - They are fun
 - They are on my side
 - I can trust them
 - I can count on them
 - They celebrate my achievements

Selection Criteria: Key Worker CLP Team

- *Please complete written responses to all selection criteria. In your responses, please use examples of work that you have been involved in.*
- *Please provide the name, position and telephone number of 3 referees who can comment on your work.*
- *Appointment to the position of CLP Key Worker will be subject to a Blue Card 'Working with Children Check' and 'Yellow Card Exemption' and 'NDIS Worker Screening Clearance'*
- *Prior to start date, the successful candidate must have blue card and NDIS Worker Clearance Card, and provide a certificate to demonstrate completion of NDIS Worker Orientation Module "Quality, Safety and You".*

- SC1 A basic admiration/respect/fondness and commitment to people you are working with.
- SC2 A willingness to listen to others at many levels of communication and an ability to respond to the messages you receive.
- SC3 A willingness and ability to work with people and the significant relationships in their lives, including supporting the community to include vulnerable and marginalised people.
- SC4 Commitment to ethical practice, reflection on practice and ongoing professional growth.
- SC5 Commitment and ability to work as a member of a team, including contributing to service development, and an open and supportive workplace.
- SC6 Ability to be flexible with work hours, on occasion.
- SC7 Drivers license, use of vehicle, and ability to create safe, confidential, therapeutic work space whilst transporting people.
- SC8 Degree in Social Work or similar degree preferred.

Please forward applications in writing to:

CLA Co-ordinator
5 Nundah Street
Nundah Q 4012
(or to reception@communityliving.org.au)

Applications close:

**5pm Monday 9th August
2021**

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.