

POSITION DESCRIPTION

Position Title	Community Support Worker
Reporting To	Service Manager
Employment Status	Full-time, Maximum Term Contract until 30 June 2024
Classification	Consumer Service Delivery Level 2
Team/Service	Macarthur Accommodation and Access Program - Campbelltown
Direct Reports	Not Applicable
Date	August 2021

PROGRAM OVERVIEW

Neami National has been funded to deliver services to single males or couples without children who are homeless or at risk of becoming homeless. The Macarthur Accommodation and Access Program (MAAP); is a time limited, focussed intervention aimed at assisting people to access stable and sustainable housing and support arrangements. Neami's MAAP will work closely with correctional facilities, local mental health services including in patient settings, Aboriginal Services, Social and Community Housing services, other NGO's and health practitioners in the Macarthur area. The Service will operate during office hours, five days per week.

The crisis service within MAAP offers six beds for single men who are homeless and a 2 bedroom unit for couples without children. There is also transitional style accommodation for single men and couples without children. These services are designed to provide a period of additional support and aimed at supporting people to exit homelessness to safe and sustainable accommodation.

POSITION OVERVIEW

The Community Support Worker will be part of a small team that works within an integrated service delivery model to provide health, housing, rehabilitation and support services to people who are homeless or at risk of homelessness in the Camden and Campbelltown Local Government Area. The CSW will also work under an assertive outreach model aimed at providing integrated services that focus on transitioning from homelessness or risk of homelessness to safe, secure and sustainable long term accommodation, prevention of re-offending and improved health outcomes.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Engage clients and develop trusting and professional relationships.
- Provide direct practical support to clients to solve their homelessness, so that they gain/maintain a sense of safety and wellbeing.
- Assist clients to connect with appropriate services to gain support around physical/mental health needs.

- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols.
- Together with the client regularly monitor their progress towards their identified housing needs.
- Work with partners, such as Community Corrections, Probation and Parole, Department of Communities and Justice and the client to ensure clients are meeting all obligations.
- Work in a non-judgemental manner with clients with complex forensic histories to ensure they receive required support to assist them to reduce the risk of re-offending.
- Assist clients in attaining appropriate Centrelink benefits and make referrals for employment programs (WorkWell) if required.
- Assist clients to access NDIS, if required.
- Work within a holistic framework, taking into account the needs of clients, family, carers and other members of the community.
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work.
- Actively contribute as a team member in the delivery of an integrated crisis service and assertive outreach with the aim to more effectively support clients.
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service.
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct.
- Ensure incident and critical incident reporting occurs in accordance with guidelines.
- Seek to learn about the clients' interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community.
- Involve carers, family and friends as identified by the consumer in the individual crisis respite plan.
- Networking with Homeless Person Information Centre, Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities.
- Cooperate and plan together with community housing provider staff to ensure clients can maintain their accommodation.
- Cooperate and Plan together with community housing providers, housing NSW and local real estates to provide rapid rehousing.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license
- A valid and current Working with Children Check
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

Desirable

- Previous experience in working within the homelessness sector, AOD and complex behaviours, and working with people exiting correctional facilities desirable.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.