

Position description

Title	After Hours Response Support Worker – Casual
Reports to	Team Leader, Family Violence
Classification & Salary	SCHCADS Level 4 plus super and salary packaging
Employment Status	Casual
Primary Location	Bayside Peninsula Area
Date	August 2021

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The After Hours Crisis Support Worker provides support in the Family Violence Afterhours Program of Good Shepherd Australia and New Zealand by delivering material aid support to women and children who are experiencing family violence across the Bayside Peninsula Region. The responses will be to locations within the region and may include motels, police stations, hospitals or other locations.

The After Hours Crisis Support Worker will focus on supporting the family violence practitioner and completing duties including providing material aid and other tasks as required. This role might also involve providing support to the overnight worker at our refuge in the Bayside Peninsula area in case of an emergency.

The role contributes to providing a crisis response that delivers valued services during evenings, weekends and public holidays on an individually negotiated basis and in response to service needs. The position will involve having or developing an understanding of family violence and how it impacts women and children.

This role involves shifts between 5.00pm – 9.00am on business days and 24/7 during the weekend and on public holidays. This role might also involve an option for additional shifts during daytime in business hours to support the family violence program.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own

-
- practice
 - Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Diploma of Community Services or equivalent
- Strong organisational skills
- Excellent interpersonal and communication skills and the ability to relate respectfully to all staff and clients
- Ability to take direction and apply sound judgment
- Ability to easily build rapport and relationships
- Competent literacy and computer skills
- Strong attention to detail
- Ability to multi task whilst considering prioritisation of urgent tasks
- Demonstrated commitment to working as part of an effective and productive team in an environment of reform
- Adherence to the Privacy Act and related legislation in regard to sensitive client information
- A commitment to the Child Safe Standards
- A current Victorian driver's licence
- Flexibility to undertake shifts out of business hours including weekend and public holidays as required
- Experience working in the family violence sector is desirable
- Knowledge of/training in the MARAM (Multi Agency Risk Assessment and Management Framework) beneficial
- Current Victorian driver's licence

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.