

POSITION TITLE:	Bushfire Recovery Support Worker
FTE:	1.0 (38 hours per week)
CLASSIFICATION:	3.1.2
DIVISION:	Victim Assistance Program & Homelessness Support Services
PROGRAM:	Bushfire Recovery Service
LOCATION:	East Gippsland (Bairnsdale), as well as work performed at the request of the agency at any Windermere location
TENURE:	December 2021
DATE:	April 2021

1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

Our Vision:

A stronger, connected and supported community

Our Promise:

Our many services working together with you for a better life

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<p>Operational day to day service provision of The Bushfire Recovery Service</p>	<p>To make intake contact with assigned family/individual within 1 business day. Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief.</p> <p>Conduct outreach to families/individuals that have been directly impacted by the bushfires through visits, phone contacts and care team meetings.</p> <p>To complete a comprehensive assessment of the family/individual needs.</p> <p>Develop a clear action plan with the family/individual indicating action needed, responsibilities where it is made clear what is being done, when and by whom and timelines.</p> <p>To monitor and evaluate short and long term interventions for clients.</p> <p>Provide personal support, meet immediate needs, provide information, and undertake referral and application processes for services as needed.</p> <p>Facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals or families find it difficult to act on their own behalf to access services.</p> <p>Demonstrate ability to recognise and manage own emotions whilst managing a caseload of complex client needs.</p> <p>Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</p> <p>Work closely with service partners to establish and maintain multi-service approaches that address individual plans.</p> <p>Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families.</p> <p>Develop and maintain client records and data and any other relevant documentation in line with case</p>	<p>Complete all program specific administrative tasks within the required time frames</p> <p>All data is entered onto designated service databases, including excel spreadsheets and Crisis Works</p> <p>Complete intake and assessment paperwork</p> <p>Bushfire Victim details including case notes entered within 3 working days</p> <p>Care plans drawn up as discussed with Bushfire victim, subject to regular monitoring and review</p> <p>Assist in the review of the resource directory</p> <p>Provide Intake as per rostered duty</p> <p>Provide Outreach services in response to Bushfire victim preference and at other nominated sites</p> <p>Provide consistent information in relation to resources available and eligibility for financial assistance</p> <p>Seek out opportunities to inform and advocate</p>

	<p>management guidelines and Bushfire Recovery Service operating instructions.</p> <p>Provide progressive summary reports to Bushfire Recovery Service Manager</p> <p>Observe safe work practices you have been trained in, and as far as you are able, protect your own and others' health & safety.</p> <p>The incumbent will contribute to / participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices</p> <p>Such other duties as directed from time to time which are within the employee's skill and competence level</p>	
Team Responsibilities	<p>Develop and maintain professional relationships with internal and external stakeholders</p> <p>Assist in the induction and mentoring of new staff/ locums in relation to case support procedures</p> <p>Complete other duties as requested by Manager</p> <p>Positively contribute to the culture and spirit of the Bushfire Recovery team, work environment and to Windermere.</p> <p>Contribute to productive and positive team meetings</p>	<p>Contribute to the development of procedures and systems within this program</p> <p>Submit time sheets on time. Apply for all leave on CONNX and provide all supporting documents.</p> <p>Positively embrace and adopt change as it occurs.</p>
Quality and Risk	<p>Provide Bushfire Recovery services in accordance with Windermere Policy & Procedures.</p> <p>Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes.</p> <p>Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements.</p> <p>Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</p> <p>Manage complaints or grievances within Windermere policies.</p>	<p>Ensure policies, procedures and codes are complied with at all times.</p> <p>Ensure work practices comply with Windermere's Continuous Quality Improvement principles.</p> <p>To positively embrace and adopt change as it occurs.</p> <p>As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</p>

<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values</p>	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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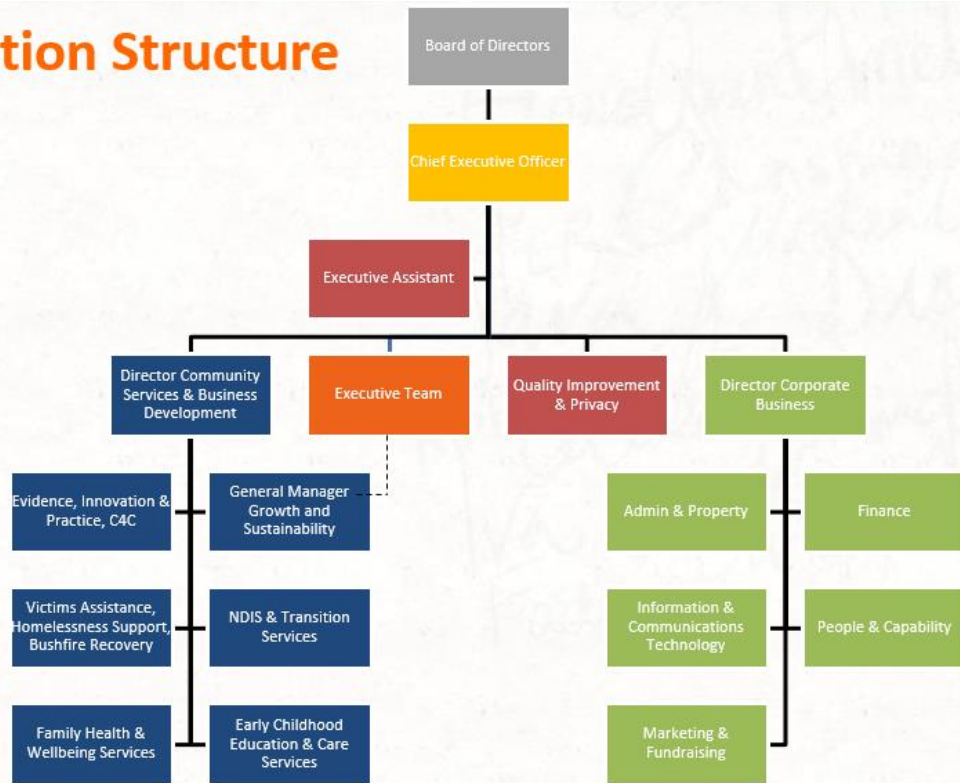
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

4. ORGANISATIONAL RELATIONSHIPS

- LINE MANAGER:** Manager FV, Homelessness Support and Victims Assistance
- SUPERVISES:** Nil
- INTERNAL RELATIONSHIPS:** Southern and Gippsland Bushfire recovery staff and other Windermere staff
- EXTERNAL RELATIONSHIPS:** DHHS, Local Government, Community agencies, Victoria Police,

Organisation Structure



5. KEY SELECTION CRITERIA

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Minimum 3 years' experience within the community sector, preferably in a trauma related field
- Demonstrated customer service experience and capacity to respond to diverse enquires from distressed consumers
- Understanding of providing a trauma informed response
- Case management, intake and assessment experience
- Current Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

6. CONDITIONS OF EMPLOYMENT

The terms and conditions of employment at Windermere are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

Pre-Employment Disclosure - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

Medical Examination - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

Probationary Period - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 days' notice in writing to the other party. At any time during, or at the end of the three-month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period. A **Qualifying Period** of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.

Police Record Check - All appointments are subject to a clear National Police Record Check.

Working with Children Check – All appointments (dependent on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

Occupational Health & Safety – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

Smoke free environment - Windermere is a smoke free working environment.

Place of Employment - You may be required to report for duties and work from any of Windermere’s work locations throughout the service region.

Qualifications - The successful applicant will be required to substantiate formal qualifications.

7. WORK AND FAMILY BALANCE

The position may require some work outside of Windermere’s ordinary operating hours from time to time. Windermere is an equal opportunity employer and values diversity so possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

Windermere understands the importance of promoting a family friendly working environment and promotes work-life balance by offering provisions that foster a culture of flexibility, support and wellbeing.

For more information on Windermere’s Culture and Benefits please visit:

<https://www.windermere.org.au/media/1070/culture-and-benefits-flyer-2.pdf>

8. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter (quoting Job Reference number below)
- Statements addressing the key selection criteria required in the position description
- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed pre-employment safety screening checks for short listed candidates and requires evidence of relevant qualifications.

The personal information that you have provided in your job application and resume will be used for the purposes of assessing your application and will be treated in accordance with our Privacy Policy or by request to us. If you are unsuccessful in securing a position with Windermere we will hold your application for 3 months, after which time it will be securely destroyed. For further information about Windermere, including our Privacy Policy, please visit www.windermere.org.au

Under Victorian WorkCover legislation, it is the duty of the successful applicant to advise Windermere of any pre-existing condition which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the successful candidate might have for a work related aggravation of the non-disclosed and pre-existing condition.

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere’s Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____