

POSITION DESCRIPTION

Position Title	Community Support Worker
Position Status	Permanent Full Time
Reports To	Homelessness Program Manager
Department	Homelessness Program
Location	165 – 169 Brunswick St, Fitzroy VIC
Direct Reports	Nil
Award & Classification Level	SCHADS Award 2010 Social & Community Services Employee – Level 4
Date Reviewed	01/05/2022
Next Review Date	01/05/2023

Mission Statement

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further Social Justice by standing with disadvantaged people offering support, solutions, and hope.

Vision

St. Mary's House of Welcome will be universally acknowledged as a professional, cost efficient and effective organisation providing relevant services to the homeless and disadvantaged in accordance with the Vincentian Spirit.

Leading practice, effective partnerships, industry connectedness, secure public and private funding and the pursuit of opportunities to establish satellite services will be operating hallmarks.

St. Mary's House of Welcome will be a voice for its clients, a fearless advocate for their rights with a commitment to empowerment and restoring independence.

Values

Respect | Relationships | Welcoming | Hopefulness | Responsiveness

POSITION PURPOSE

St Mary's proactive service model is based upon in the understanding that "not one size fits all" and recognises that service users often present in crisis (episodic) and come with a multitude of support issues, barriers to accessing traditional support offerings and complexities. St Mary's House of Welcome understands clients present with histories of trauma, poly-substance use, undiagnosed (and diagnosed) mental health conditions, a range of disabilities, are homeless and/or socially isolated and may be experiencing unsafe or insecure housing conditions. Moreover, our client mix can be culturally and linguistically diverse.

Reporting to the Homelessness Program Manager and working with Homelessness team, Community Support Workers also design, facilitate and evaluate structured programs and activities to build social inclusion, improve health outcomes, build resilience and reduce intergenerational welfare reliance.

Our Homelessness team work as a team to provide a safe and supportive environment for service users, volunteers and staff. They actively engage in risk assessments and provide interim / short term case management, case coordination and referrals specific to the individual need of the client.

SPECIFIC ACCOUNTABILITIES

Include but are not limited to:

Service Delivery

- Actively engage with service users in a manner that is respectful, non-judgmental and accepting of the dignity of each individual in accordance with the mission, values and philosophy of the Daughters of Charity
- Provide responsive and flexible short-term case management using a variety of engagement techniques to ensure the immediate safety of service users.
- Provide a welcoming and approachable presence within the Homelessness Program Centre. Pro-actively engaging service users specifically those accessing the center for the first time or whom present as distressed
- Develop and maintain referral pathways into relevant specialist services and programs offered by allied service providers
- Provide continual support towards recovery and positive outcomes for service users
- Developing, monitoring and reviewing service user's Action Plans / Safety Management Plan on a regular basis
- To support clients to address support needs which have contributed to their homelessness
- Ensuring service users privacy and confidentiality is maintained in accordance with legislative requirements and in line with St Mary's House of Welcome client file management and privacy policy.
- Participating in the review and evaluation of activities, effectiveness and outcomes
- Reporting any organisational risk, OH&S concerns or incidences to the Homelessness & AOD Program Manager immediately

Agency Responsibility

- Proactively contributing to and supporting the organisation's strategic goals and objectives
- Represent the organisation at appropriate network meetings when required
- Attend regular supervision with line manager and in line with organisational supervision policy
- Participate in regular team meetings, group supervision and agreed training opportunities
- To support the function of our day program, meals / kitchen duty and reception - if requested by your line manager to enable the organisation to maintain its core service functions during staff non-work days, leave, absences or shortages. This may involve taking clients to pre-arranged appointments and / or dealing with support issues as they arise. Staff are required to update the clients SHIP file regarding incidents or additional case work on behalf of another co-case worker.
- To actively participate in the St Mary's House of Welcome and funding bodies data collection
- Ensuring all administrative tasks are undertaken accurately in line with St Mary's Case Note writing and client file management policies.
- To document and inform the line managers immediately of any serious incidents involving clients
- To take direction from line managers as requested

Personal Accountability

- Work collaboratively with St Mary's House of Welcome employees, volunteers and external stakeholders in accordance with St Mary's House of Welcome values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Promptly respond to and report health and safety hazards, incidents and near misses to Homelessness & AOD Program Manager

Other ad-hoc tasks

- Participate in ad hoc projects and work as assigned from time to time
- Responsible for risk identification and reporting.
- Contributes to and undertakes quality improvement initiatives relating to the program and organisation.

POSITION DIMENSIONS / PERFORMANCE TARGETS

Position Dimensions	Performance Targets
Accuracy	Maintaining accurate case notes, client outcomes and service provision on SHIP, privacy and confidentiality, consent, payment tabs, accommodation tabs, grievance, status updates and closure of files.
Meeting deadlines	All deadlines need to be met 100% of the time, whether it be weekly, monthly or annually as required

RELATIONSHIPS

Internal	External
Chief Executive Officer	SMHOW's clients, donors, supports and volunteers
Members of the Executive Leadership team	Other NGO's, Government Departments including DHHS (Department of Health and Human Services), allied not for profit organisations across the homelessness, mental health and drug and alcohol services landscape
Homelessness & AOD Program Manager	
SMHOW staff	

EXPERIENCE / QUALIFICATIONS

Experience	Qualifications
Experience in a direct service delivery role within the NDIS or homelessness support programs, Mental Health and/or the wider Community Sector	Tertiary qualifications in mental health, social work, community development or a related discipline
Knowledge of the homeless sector and mental health services and demonstrated experience/knowledge of the broader welfare sector and service referral pathways	<p><i>Pre-Employment:</i></p> <ul style="list-style-type: none"> Valid Driver's license Clear and current National Police check Working with Children check Vaccination status certificate
Experience in offering appropriate support, using a person-centred strength's-based framework	
Demonstrated experience in engaging vulnerable clients including rapport building, appropriate communication and maintaining clear boundaries and accountability	
Experience working with people with complex needs - desirable	

SKILLS

Excellent communication (verbal and written) & negotiation skills.	Demonstrated organisational and time management skills
Good computer skills	Ability to identify opportunities and integrate and work collaboratively across teams

KEY COMPETENCIES

Professionalism	Resilience
Teamwork	Cultural awareness
Client focussed	Integrity
Accountability	Flexibility

NOTES

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The Company may require you to undertake additional responsibility's or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.
- A statutory requirement of every role requires that you ensure awareness and compliance with all relevant legislation that impact your work area, such as Work, Health & Safety.
- You must ensure that:
 - all activities are conducted in accordance with relevant Company policies, procedures and practices;
 - uphold ethical standards and values and act with honesty, integrity and good faith at all times;
 - ensure that you act in ways that advance the organisation's objectives, values and reputation.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description.

Signed: _____

Date: ___/___/___

Manager Name: _____

Date: ___/___/___

Signature: _____