



POSITION DESCRIPTION

Position title	Support Worker – Drop-in Centre
Award	SCHADs Level 3.4
Approved by:	CEO, DIC Programme Manager
Date effective:	13 th April, 2026

Our Organisation

St Kilda Gatehouse is a not-for-profit organisation, which began as an outreach service working with vulnerable members of the St Kilda community, including those who are homeless, struggle with mental health, have addiction issues, and may be reliant on street-based sex work. Initially formed in response to a Christian call to love and serve, since 1992 the organisation has built its relational model around community development and social justice. St Kilda Gatehouse provides spaces of belonging and safety where individuals experience social inclusion with respect and unconditional acceptance.

Over time, St Kilda Gatehouse has grown to include the Greeves Street Social Enterprise, including our boutique Greeves St. Op Shop and our Greeves St. Craft Program, which provides opportunities for social inclusion with craft groups and volunteering opportunities in a safe and accepting environment. We also have an educational program for schools and other groups, called Greeves St. Voices.

Additionally, in 2015 St Kilda Gatehouse opened the doors to its Young Women's Program, which is now located in Bayswater. Born from unique insights generously shared by women who have endured long-term disadvantage, this program supports girls and young women between the ages of 12 to 24 who are at risk of or are affected by sexual exploitation.

Position Summary

The role will maintain and develop the range of services and activities that occur within and outside of, the St Kilda Gatehouse Drop-In Centre (DIC). The Support Worker will provide individuals who access the DIC information, support, advocacy and referrals to other support networks.

These services will include informal counselling services for a broad range of issues including grief, drug and alcohol, trauma, and relationship breakdown. They will also encourage and support individuals to form connections within the community by providing outreach support. This will consist of linking individuals and families with external services, accompanying, and attending medical, court and housing appointments, as well as drug and alcohol services and any further appointments as required.

Key Result Areas

Area	Tasks
Client, Engagement, Support and Networking	<ul style="list-style-type: none"> • Create trust-based relationships within the St Kilda Gatehouse DIC environment. • Under the direction of the Program Manager, support the day to day running of the drop-in space, ensuring that those who attend the centre experience a place of acceptance and belonging and receive appropriate assistance and support as needed. • Manage challenging behaviours, disputes and potential conflict situations that occur within the centre. • Ensure that the centre has sufficient resources to provide emergency aid, NSP, clothing, personal care items, and daily food and refreshments by working within the allocated budget and managing incoming donations such as food, clothing and hygiene products. • Network with local services and other agencies across sectors such as mental health, employment and housing, and drug and alcohol services. • Undertake data collection that is required for the effective operation of the drop-in centre.
Intensive Outreach and Social Inclusion	<ul style="list-style-type: none"> • Increase the opportunities available to individuals that lead to greater well-being and allow inclusion and engagement with the community. • Shape support to individual need, including enabling independence and empowerment as appropriate, • Attend professional sector meetings as directed. • Assist in the planning and implementation of Off The Streets recreational activities. • Have rostered attendance at the Thursday Night Dinners.
Other	<ul style="list-style-type: none"> • Participate in staff and team meetings • Work with team members to determine the unmet needs of those involved in street sex work and assist to develop new initiatives to address these needs • Engage with mandatory training activities • Ensure all professional behaviours are consistent with the Code of Conduct. • Other tasks as directed by the CEO.

Key Performance Indicators

- Programs and services are of high quality and client-centred.
- Supervision is undertaken as required.
- Services are performed within budget, on time, professionally within quality framework to measures including:

- Policy and procedures
- Occupational health and safety
- Client and financial record keeping
- Practice productivity

Reporting

Line Manager:	Program Manager
Manages:	Drop-in volunteers
Key Internal liaison:	CEO, staff, Board members, volunteers
External Liaison	Other services, agencies, donors, Trusts and Foundations, Local Government and community groups, agencies for shared services.
Note:	Reporting arrangements may change from time to time depending on business requirements.

Key Selection Criteria (KSC)

Mandatory KSC

- Relevant tertiary qualification, e.g. social work, social science, or related area and/or demonstrated relevant employment experience.
- Experience and/or understanding of community development principles and working with those who experience complex trauma.
- An understanding and compassionate attitude towards improving the lives of those involved in street sex work.
- A positive, can-do attitude and ability to show initiative.
- Strong interpersonal skills, ability to build rapport and trust.
- Excellent organisational and time management skills.
- Ability to work independently and as part of a team.
- Willingness to undertake a police check and Working with Children Check
- A demonstrated understanding and appreciation of the Christian values and vision of St Kilda Gatehouse.

Highly Desirable KSC

- Demonstrated commitment and ability to work effectively with individuals involved in street sex work and their families and communities.
- Well-developed written and verbal communication skills.
- Hold a current Victorian driver's licence and be prepared to drive own vehicle