

## Position Description

Position title	Residential Support Worker
Document ID	
Department/Program	Community Services
Classification	SCHADS Level 3
Position reports to	Team Leader, Refuge

### About McAuley

McAuley Community Services for Women’s [\(McAuley\)](#) vision is a world that enables women and children to participate in society on their own terms - empowered to achieve their highest potential.

We start by providing accommodation and meeting immediate needs to support women and their children to be safe. We provide 24/7 refuge support, temporary accommodation, independent housing and supported community care.

Our integrated support model ensures woman and children receive the help they need when they need it. From their legal, financial, mental and physical health to social and community connection and longer-term security, we work to provide a complete and comprehensive response.

**Family Violence** - Women and children needing our support have experienced, or are at immediate risk of, serious harm: through physical and emotional violence, threats, sexual assault, and stalking. We work alongside them to plan their move towards a life free from violence.

**McAuley House, Footscray and Ballarat**, provide inhouse support to women who are homeless or at risk of homelessness, many of whom have also experienced family violence. The houses provide a place for rest, recovery and reconnection, as well as being a welcoming hub for women and children who have moved into the surrounding community.

We have a culture of innovation and are driven to provide the best solutions for meeting needs. And we advocate passionately for increased integration of services and improved support options for the people we work with.

**Feminism, intersectionality**, and **anti-oppressive** practices are imbedded within our client practice and our culture.

### Our Values

- Community:** Women and children coming to McAuley feel that they belong and have the confidence to join other communities.
- Hospitality:** Everyone is met at McAuley as an equal and made to feel at home when they are there.
- Compassion:** McAuley will respect where women and children come from, and they will be heard and listened to with dignity.
- Justice:** Women and children have the right to live at home safely and free of fear.

In 2023 McAuley became part of MacKillop Family Services [\(MacKillop\)](#). MacKillop strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.



## Role Purpose

The Residential Support Worker, Family Violence provides crisis support, advocacy, and day to day support in relation to support plan goals e.g. emotional support, social inclusion and daily living skills to women and children in a supported accommodation environment. This includes participation in a solo and after-hours roster.

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## Role Accountabilities

### Individualised and family focused support:

- Contribute to a safe and empowering space for women and children experiencing family violence and crisis.
- Contribute to high quality support in line with broader support planning, including providing emotional support, information, resources and advocacy.
- Assistance with daily living skills and social inclusion goals, including contributing to and facilitating group programs.
- Work collaboratively as part of a team to support women and children reach their goals.
- Contribute to risk assessment and safety planning in relation to crisis management and support, including trauma informed de-escalation and responding to complex presentations e.g., mental health challenges, drug and alcohol use, and child protection issues. This includes liaising with other services as part of crisis support e.g., area mental health, alcohol and other drug services, police and child protection.

### Understanding of Family Violence and Homelessness:

- Provide family violence and general support which is client led and centres them as experts in their own lives.
- Promote understanding of power and gender as determinants of family violence and the impacts on children and young people. This includes prioritising the physical, emotional, and psychological needs of children.
- Provide information and resources to clients in a trauma informed and client centred way.

### Residential Support:

- Ensure the immediate needs of women and children are met, e.g., clothing, food, toiletries, etc.
- Assist clients with daily living skills, including supporting them to maintain their accommodation, and assisting with transportation.
- Support the occupancy and turnover of units including preparing rooms, laundry, light cleaning, and logging of maintenance and occupational health and safety issues etc.
- Undertake other program duties as required e.g., tidying of common areas, shopping, managing donations, and maintaining the overall presentation of the facility in line with McAuley values.

### Teamwork:

- Promote a strong team approach, ensuring a workplace culture of cooperation, encouragement, affirmation, and accountability.
- Participate in appropriate professional development opportunities.
- Attend regular staff meetings and networks which are deemed relevant to the position.
- Help identify ways that the team can continually improve their systems and processes.

### Self-Management:

- All McAuley staff are expected to prioritise self-management and care to ensure they remain capable of undertaking their role and responsibilities.
- Maintain and develop professional knowledge and skills.

- Monitor work demands and responsibilities and initiate discussion regarding concerns.
- Be aware of the impacts of vicarious trauma and seek support if required.
- Maintain professional boundaries and emotional regulation.
- Behave consistently and fairly, respecting, and valuing other's contributions.
- Manage time effectively and efficiently.

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## Key Selection Criteria

1. Certificate or diploma qualification in social work, community services, community development or a related field.
2. Commitment to McAuley values; Community, Hospitality, Compassion and Justice.
3. Demonstrated ability to work with women and children facing a range of complex challenges in relation to family violence, homelessness, health and mental health, drug and alcohol use, trauma, and marginalisation.
4. The ability to apply a flexible, inclusive, non-judgmental, and empowering approach to practice and service delivery.
5. Strong communication and inter-personal skills including engagement and collaboration with a range of services and stakeholders.
6. Understanding of the principles of feminism, intersectionality and anti-oppression as both practice and organisational culture foundations.

### Desirable:

Understanding of critical issues relevant to crisis responses for family violence and homelessness including an understanding of the MARAM framework, Family Violence Protection ACT (2008) and Child Safe Standards.

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## Other information

### All McAuley employees are required to:

- Comply with all organisational policies and procedures.
- Comply with all other relevant Commonwealth and State legislation.
- Understand and commitment to McAuley's operating framework, philosophy and values.
- Engage in performance discussions and reviews, demonstrating the ability to meet the expected standards of performance in relation to the requirements of the position.
- Observe and fulfil health and safety responsibilities as contained within the MacKillop 'WHS-P-001 Workplace Health and Safety (WHS) Responsibility Statements' document.
- Sign and abide by MacKillop's Code of Conduct.

This position is offered for a probationary period of 6 months. This position description will be updated from time to time for various reasons including to reflect the developing needs of the organisation and/or legislative changes in the sector.

### Mandatory requirements:

- Right to work in Australia
- Valid and current Victorian Driver's licence
- Satisfactory criminal history check conducted by MacKillop Family Services
- Valid and current Working with Children's Check
- Valid and current NDIS Worker Check

McAuley has an EEO exemption to accept applications from women only for positions where the employee is required to work where there is direct contact with vulnerable women and their children

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## Approval

**Approver's full name:** Linda Bradley **Date:**

**Approver's Position:** Head of Community Services

**Incumbent's full name:**

**Incumbent's signature:** **Date:**

HR Approval Elanor Devitt