



Supporting our community on all sides

Position:	Brief Intervention Worker
Status:	Part-time
Hours:	Availability to align with program delivery
Location:	Acacia Ridge
Reports To:	Coordinator – Neighbourhood Centre
Award and Classification:	Social, Community, Home Care and Disability Services Industry Award (SCHADS), Community Services Worker - Level 5

Organisational Profile

CommuniFY is dedicated to supporting individuals across all life stages and experiences and empowering them to lead active, healthy and socially connected lives. Our programs enable people to maintain independence, engage with their community, manage their health and wellbeing and navigate life's challenges.

We deliver a broad range of programs and services across aged care, family and individual support, mental health, disability, housing and homelessness, alcohol and other drug recovery, asylum seeker support and the NDIS. Through our Neighbourhood Centres and Community Development programs, we also provide emergency relief, social inclusion activities, food security initiatives, multicultural support and venue hire.

Scope

Neighbourhood Centre Services comprise a range of programs and activities that support individuals, families and communities to build resilience, strengthen wellbeing and increase social connection.

Services and activities may include:

- **Family and Individual Support**, through information, referral, crisis support, brief intervention, parenting support, and peer and group activities.
- **Community Education and Awareness**, including the development and delivery of groups, courses and events, engagement of contract workers, management of memberships and volunteers, support for clients and families, event planning, community participation and community engagement.
- **Financial Inclusion**, including emergency relief, community food coop services, management of memberships and volunteers, Christmas support and events, No Interest Loans Scheme (NILS) interviews and community education activities.
- **Data collection**, recording and maintenance of client management systems to support reporting requirements for funding bodies.
- Student supervision and volunteer support.

Service Profile

CommuniFY Neighbourhood Centres assist people to cope with difficult and stressful life experiences by providing services and advocacy for individuals and families in ways that are sensitive to their needs and empower them.

We focus on strengthening and supporting people according to their individual needs by developing a network of community support, referral and emergency relief services, with an emphasis on prevention and education.

Community Neighbourhood Centres focus on four core roles:

- Meeting people's immediate needs and supporting service navigation.
- Creating and sustaining social connections and inclusion.
- Building capacity through financial and economic inclusion.
- Supporting community engagement and development.

Position Objective

- Provide effective, equitable and accessible services that support and strengthen personal, family and community life within the local area by working directly with people accessing the centre to assess presenting needs and provide brief interventions, including supported referral, information and personal support.
- Provide a creative and flexible range of support services, including family and individual support, emergency relief and No Interest Loans Scheme (NILS).
- Support and run groups and events delivered through the Community Neighbourhood Centre.
- Contribute to the success of Community services through effective teamwork, professional practice, community engagement and the identification and development of responses to local family and individual support issues using community development principles.
- Display initiative and the ability to autonomously complete a range of tasks with minimal supervision.
- Assist with the operation of the Community Neighbourhood Centre in a professional manner that meets the requirements of Community policies and procedures and demonstrates effective verbal and written communication and time management skills.

Responsibilities

Community Support

- Provide crisis and brief intervention counselling and support to individuals and families in the local community.
- Develop, implement and evaluate flexible and innovative responses to support individuals and families, maximising effective service coordination with other agencies.
- Ensure equity in the delivery of services and uphold the dignity and rights of each person or family requesting financial assistance and accessing services.
- Provide information and referral to other agencies and organisations, and empower people to access and utilise local community supports.
- Advocate on behalf of clients where required to ensure their rights are protected.
- Use initiative and independent decision-making skills when responding to the immediate needs of clients.
- Participate in the development and implementation of events, groups and projects responsive to community need.
- Develop activities and promote existing Community services to clients, other services and community members.
- Coordinate the day-to-day operation of the Coop and other services provided to clients by the Neighbourhood Centres.

Administration

- Maintain accurate and professional client and program records.
- Ensure all processing and reporting requirements are performed to a consistently high standard and within specific timeframes.
- Undertake other job-related duties as required.

Relationships – Internal and External

- Provide guidance, support and instruction to volunteers and students of the Neighbourhood Centres on operational issues.
- Strive to maintain and build positive relationships with all new and existing stakeholders.
- Actively network with, refer and respond to other Community services and programs in a timely manner.

Team Contribution and Professional Development

- Commit to maintaining a high level of professionalism and confidentiality with other staff members and stakeholders.
- Actively participate in all required staff meetings, team building activities and Community professional development opportunities.
- Undertake training and development in accordance with the requirements of the position.
- Actively participate in regular internal supervision, performance management and capability development processes, including individual work plans and individual development plans.

Quality Assurance

- Abide by all relevant policies and procedures and participate in their development and review.
- Comply with all applicable legislation, policies, procedures and guidelines relating to governance, human resources, privacy and ethical standards.
- Implement ongoing service user evaluation and feedback mechanisms.

Work Health & Safety

- Comply with all applicable legislation, policies, procedures and guidelines related to governance, human resources, occupational health and safety, privacy and ethical standards.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Community Qld Health & Safety Policies Manual.

Selection Criteria

Qualifications and Experience

- Relevant tertiary qualifications or equivalent experience.

Knowledge and Skills

- Demonstrated ability to work with clients with complex needs.
- Strong analytical, problem-solving and decision-making skills.
- Ability to exercise initiative and effectively manage competing priorities and workload.
- Highly effective communication, interpersonal, administrative and organisational skills, with the ability to work within a busy, multi-functioning professional team with a customer-service focus.
- Demonstrated ability to develop and foster collaborative working relationships and strategic alliances with a variety of stakeholders, including community agencies and government departments.

Attributes

- Solution-focused and flexible in response to change.
- Ability to contribute as part of a team to provide a safe, equitable and rewarding workplace.
- Commitment to ongoing professional development.
- Ability to exercise self-care and identify strategies to cope in situations of stress and pressure.

Key Challenges

The work carried out by Community Neighbourhood Centres is at times challenging. Staff endeavour to provide high-quality services to clients, particularly during times of crisis and distress. This position requires the employee to respond to clients with empathy, professionalism and appropriate support. Employees are expected to manage and competing demands while working collaboratively and behaving ethically and respectfully at all times.

Physical Requirements

- Ability to undertake all physical requirements involved with the administration of this program, including sitting at a desk for extended periods.
- Ability to undertake all physical requirements involved with the running of The Coop, including light lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling and standing.

Mandatory Requirements

- Current National Police Record Check.
- Current Working with People with a Disability Check (NDIS).

Diversity and Inclusion

Community pays respect to the Traditional Custodians of the lands on which we work and acknowledges Elders past, present and emerging.

Community is committed to being an inclusive organisation. We recognise the diversity within the communities we serve and actively encourage participation from people of all backgrounds and experiences. We embrace diversity across all ages and genders, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTIQ+ individuals, people seeking asylum, refugees and people living with disability.



A criminal history check will be conducted for the successful applicant. Continued employment is subject to a satisfactory outcome.

Declaration

I confirm that I have read and understand the Position Description.

Name

Signature

Date
