

POSITION DESCRIPTION



After Hours Casual Support Worker

Blackwood Housing and Outreach Support

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	After Hours Casual Support Worker
PROGRAM:	Blackwood Housing and Outreach Support
LOCATION:	Reservoir, VIC 3073
REPORTING RELATIONSHIPS:	[This position reports directly to Program Coordinator]
EFFECTIVE DATE:	[July 2026]

Position Purpose |

- To provide afterhours support, incorporating day shifts, sleepover shifts, and stand up shifts, including weekends and public holidays on a casual basis, to residents participating in the Blackwood Housing and Outreach Support program
- To proactively engage with residents in a trauma-informed, strengths-based way, responding to the safety and security of residents and staff.
- To work independently with participants to undertake daily tasks, successfully meet personal goals, whilst adhering to operational requirements.

Program Purpose

Our Housing and Complex Needs services provide holistic support services for people who present with multiple and complex needs, are assessed as high risk/need, have limited social and family networks, limited accommodation and support options, and are experiencing multiple and complex health problems.

Blackwood Housing and Outreach Support is funded by the Department of Families, Fairness, and Housing (DFFH) – Homes Victoria to support young people, aged 16 – 25, of all gender identities through outreach support in the community, and occupancy support through our 24/7 residential program for 8 young people for up to 12 months.

We support young people to work towards taking accountability, responsibility, choice and agency in their own lives; developing their independent living skills; engaging in education, training and employment opportunities; all with the aim of reducing reoffending, recidivism and experiencing homelessness.

Duties of the position |

- To engage and build a positive rapport with participant/s, fostering strengths based engagement and assisting young people to develop independent living and social skills.
- To assess capabilities and plan appropriate activities to build participants' independent living skills, e.g. food preparation, cooking, cleaning, clothes washing, food shopping etc., and to facilitate some offsite recreational activities
- To liaise with day staff and the management team regarding relevant behaviors that may impact on the resident's capacity to develop independence or jeopardise their placement at the house
- To ensure the safety and security of the residents and the house, including, if necessary, using on-call resources, welfare checks and liaising with emergency services
- To respond to critical incidents in accordance with organisational policies and procedures, including maintaining appropriate Human Resources and Occupational Health and Safety practices, as well as files, records, daily checklists, petty cash records and incident reporting to ensure safety and accountability. |

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. An ability and commitment to work as part of a team to support young people within a residential environment
3. Demonstrated skills and experience in working effectively with young people experiencing substance misuse, mental health concerns, violent or aggressive behaviours and other complex problems associated with offending behavior
4. Demonstrated ability to provide sound assessment of crisis situations, including; substance misuse, first aid and challenging behaviors
5. Strong commitment to working effectively and respectfully with a broad range of people, including young people with high support needs and potentially challenging behaviours
6. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
7. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos

Key Performance Indicators

- Support and supervise participants in a safe environment
- Assist participants to develop independent living skills
- Maintain appropriate records, including case notes and daily checklists
- Work collaboratively with internal and external supports

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment

- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. |

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- |Valid and current Australian Drivers Licence |
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ **Date:** _____

Position Description Approved by:

General Manager, Housing and Complex Needs

Position Description Review Date:

[July 2029]