

POSITION DESCRIPTION

Business Entity	Ruah Community Services
Position Title	Support Worker – Karlup Accommodation
Division - Department	Services - Karlup
Position Classification	Level 2
Reporting to	Team Lead – Karlup
Supervision of	Nil
Effective date	19 September 2024

Guided by our Vision, Mission and Values

Vision	Flourishing communities through the active participation and wellbeing of people with complex needs.
Mission	Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality services.
Values	Respect, Integrity, Connection, Quality, Hope.

Diversity Statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Safeguarding Children & Young People Statement

Ruah has a zero tolerance against child abuse and are committed to the safety and wellbeing of children and young people, and their right to feel safe and be safe across all areas of our organisation.

We have a responsibility to understand the important and specific role we play, individually and collectively, to ensure that the wellbeing and safety of children and young people is at the forefront of every decision we make.

Position Intention

The Karlup Service is a holistic, wraparound service model for women and children to heal and recover from family and domestic violence (FDV) which will run from the Ruah Centre for Women and Children (RCWC) building, a state-of-the-art, purpose-built facility in the Perth CBD.

In addition to range of support services, Karlup Service will offer safe and secure accommodation for women and children escaping FDV within the RCWC building. The Karlup Accommodation is intended to provide a safe and welcoming environment that is conducive to the healing and recovery process and facilitate clients’ access to other Karlup Service offerings that will them to rebuild their lives free from violence.

Reporting to and supported by the Team Lead, the Support Worker will operate on a rostered afternoon, overnight and weekend shift basis, providing assistance and support to the women and children who are residing within the Karlup Accommodation. The Support Worker will play an important role in providing daily living supports to Accommodation clients and ensuring that they have a positive and comfortable experience.

Key tasks, objectives, and responsibilities

Mission and Values	- Actively promoting and demonstrating behaviours and conduct that champions Ruah's values and commitment to ethical practice on behalf of clients. - Actively embed the core values and beliefs that underpin the Karlup Service Theory of Change. - Maintains confidentiality in accordance with Ruah policies. - Ensures adherence across service area to policies and procedures. - Demonstrate knowledge and understanding of diversity and social inclusion- including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.
Services Delivery	- Work closely with Koorta Guides and Peer Recovery Workers in relation to client arrival and onboarding processes. - Ensure clients understand their rights and responsibilities while residing within the accommodation, including how they conduct themselves, interact with others and maintain their apartment. - Establish and uphold a client roster for cleaning and upkeep of accommodation common areas. - Facilitate weekly client resident meetings to discuss and address any issues relating to the accommodation service. - Through scheduled information sessions and 1:1 guidance, equip resident clients with daily living skills that will support them to engage respectfully with the accommodation space and other clients. - Help clients to resolve minor issues or incidents, escalating to the Team Lead where necessary. - Ensure continuous and open communication with client Koorta Guides to report back any issues or concerns. - Contribute to case management meetings relating to clients who are residing in the Karlup Accommodation. - Manage own time and resolve minor issues within established constraints. - Maintain client files and records. - Monitor service delivery, identify issues and opportunities and contribute to continuous improvement of the accommodation. - Ensure continuous communication with the Team Lead with updates of the service provided and any issues that need to be escalated. - Prepare and actively participate in supervision with the Team Lead.
Profile and participation	Model Ruah's mission and values by actively contributing to the positive public profile of Ruah.

	Act as a champion for the Karlung Service model of care and the unique and critical role it plays in supporting women and children to recover and thrive.
Stakeholder Engagement	- Develops and maintains respectful and responsive relationships with relevant agencies and stakeholders. - Completes client reporting requirements in a timely and effective manner, as directed. - Contributes to the assessment of client support needs.
Communication	- Ensures effective two-way communication with senior management. - Actively participate in and engage with discussions relating to the status, operation, and continual improvement of the Accommodation Service.
Financial Management and Reporting	- Ensure timesheets, travel claims, worker rostering, worker expenses and other administration data are processed in accordance with organisational policy and procedures. - Deliver timely reports on achievements, outcomes, KPIs and risks, as required. - Provide information/data relating to client and service duties when required.
Quality and Risk Management	- Deliver services within the Karlung Service in accordance with accreditation requirements and service agreements. - Report on operational practice to identify issues relevant to the achievement of Karlung Service Model of Care outcomes. - Identify and report on risk issues to the Team Lead or Service Lead in accordance with Ruah procedures.
Safety, Security and Other Duties	- Ensure compliance with work health and safety obligations and actively promote a safe and healthy workplace environment. - Be accountable for protecting Ruah and client information security and privacy. - Share enthusiasm for and be involved with initiatives that build teams and add to the Ruah community. - This role, like all others within the community of Ruah, will undertake any other duties as required. - Report any suspicions, concerns, allegations, or disclosures of alleged abuse and neglect, by personnel as well as external individuals to management in line with Ruah's Children and Young People Reporting Policy and Procedure.

Selection criteria

Desirable education or qualification(s)

- Completion or progress towards a relevant qualification (Cert II or III) in Community Services or related discipline.

It is expected that the successful applicant will be able to demonstrate the following:

Essential

- Demonstrated experience in a similar support role, working effectively with women and children who have experienced family and domestic violence and a sound understanding of the dynamics of family and domestic violence and the social and cultural context in which it occurs.
- Ability to engage and build professional relationships with individuals with different levels of need.
- Previous experience in working effectively with women who have experienced family and domestic violence and a sound understanding of the dynamics of family and domestic violence and the social and cultural context in which it occurs.
- Capability to work effectively with a trauma and culturally informed model of service delivery.
- Ability to work independently with a high level of reliability and contribute to the functioning of the team.
- Effective interpersonal, written and verbal communication skills.
- General ability to use computer systems and software including Microsoft Office and client reporting systems.

Desirable

- Demonstrate knowledge and understanding of diversity and social inclusion - including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.

Required compliance documents or certificates

- Current drivers' license
- Working with Children Check
- National Police Certificate
- First Aid Certificate.