



POSITION DESCRIPTION

Duty Manager

(For the purpose of advertising, the position title has been changed to Support Worker)

Location:	Samaritan House – Hackett, ACT
Department:	Special Works, Canberra, ACT
Reports to:	Coordinator Samaritan House
Direct reports:	Volunteers
Classification:	Social/Community Level 4
Hours of work:	24 hours/ 7 days a week

Our Organisation

The St Vincent de Paul Society Canberra/Goulburn (Society) has been serving the local community since 1924. We are a charity based, not for profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting peoples' dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people—members, volunteers and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

Our Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of Courage, Respect, Compassion, Advocacy, Integrity, Empathy and Commitment.

Area of Work

Working within the area of Special Works, Samaritan House is a 13 bed, crisis accommodation program for men aged between 18 and 65 years. The program operates 24 hours a day, seven days a week and is located in the north of Canberra.

Samaritan House has provided support and accommodation to single men in the Canberra region since 1995 and is the only provider of crisis accommodation for single men in the ACT.



Position

As a Support Worker - Samaritan House, you will work as part of a team of Support Workers who work on revolving shifts and who are responsible for managing the operational functioning of Samaritan House which may be inclusive of accommodation, client support and administration. This is a key role and is responsible for the oversight of the operation of Samaritan House whilst often being the sole employee on duty.

This role aims to ensure the safety and security of our companions while providing assistance as and when required. During your shift you will provide (limited) hospitality services and undertake a range of administrative duties. As a Support Worker you will report to the Coordinator Samaritan House and work collaboratively with the Team Leader, Case Manager, and other Support Workers.

Your Key Duties and Responsibilities

As a Support Worker you will be responsible for:

- All aspects of the day-to-day running of house including hospitality and administrative duties, including ordering of supplies, undertaking cleaning as required under the relevant legislation and other companion related services.
- Providing services to residents, as per operating protocols and procedures and escalating issues to the Coordinator or external agencies in line with these guidelines.
- Assisting companions through participating (as required) in the case management processes and liaising with relevant agencies, under the direction of the Coordinator, Team Leader, and Case Manager.
- Assisting people who attend or contact the service and refer individuals to appropriate providers or other accommodation services where we appropriate.
- Undertaking administration tasks including companion related documentation, maintaining records within established processes and procedures to ensure efficient running of the House, appropriate maintenance of companion case notes, managing and undertaking financial transactions and tenancy management within the provisions of the Privacy Act and government grant guidelines, ensuring the highest level of confidentiality is always maintained.
- Other duties as directed.

Your Performance Indicators

Your contribution to the Society will be measured by your:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically your contribution to the delivery of a high-quality service to our companions at Samaritan House, including:
 - Undertaking your duties to ensure Samaritan House functions effectively, efficiently whilst meeting the funding, service, and case management outcomes of our clients, including administrative tasks.



- Ensuring residents are provided with services and care as appropriate to their circumstances and is conducive to achieving sustainable housing and improves life outcomes, with companions assisted wherever possible to progress with the development of their living and social skills including their movement to independent living.
- Ensuring all people who contact the service are offered assistance as appropriate and within procedures and guidelines. Providing a positive welcome and induction for new companions and ensuring the appropriate information and assistance is provided to current companions as well as those companions who are departing Samaritan House.
- Ensuring a safe and hygienic physical environment is maintained and potential hazards are identified and reported as per policy guidelines.
- A commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements. As well as a focus on and commitment to quality and continuous improvement of the program in line with national best practice standards, and the ethos of the Society of providing a hand up, not a hand out.
- Contribution, commitment and dedication to growing a high performing and collaborative teams including your focus on actively working to build and develop positive working relationships with employees, suppliers, members, volunteers and companions.
- Working to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice / recommendations.

Your Knowledge, Experience, Expertise and Personal Attributes

To be successful in the role you will be required to have:

- Qualification of Certificate IV in Community Development/Sector or higher (Highly Desirable) and proven relevant experience in the field and/or extensive and deep expertise in a similar or related role.
- Experience in working with and demonstrated understanding of the crisis and longer-term needs of people who are currently homeless within a case management framework, with the clear ability to be non-judgemental, compassionate, and respectful of a diverse cohort of companions.
- Demonstrated ability to work independently, applying judgment (when working without supervision) and be responsible for the operation of this type or similar service.
- Demonstrated ability to work with people who may have mental illnesses and an awareness of network services which assist people in crisis, particularly those with mental illness and addictions.
- Have the proven ability to work with a broad range of people and teams as well as work independently, contributing effectively to achieve organisational goals. Have a high work ethic and attention to detail, with an ability to identify issues, adapt to changing situations and propose solutions and be focused on achieving practical and meaningful outcomes.
- Show evidence of a proven ability or clear capability to look beyond immediate workplace requirements and provide practical “hands on” advice on strategies and policies to achieve effective program delivery.



- Have a measured and confident approach that wins trust from management, employees, companions, and volunteers in terms of subject expertise, working collaboratively with proven negotiation skills and highly ethical standards, treating your work confidentially at all times.
- The ability to communicate with people at all levels of the organisation in a manner that wins rapport and confidence in the nature of the advice and conveys genuine concern for the wellbeing of both the individual and the organisation. This includes strong interpersonal, communication and relationship building skills that project a positive image.
- Operational proficiency in the use of technology (Microsoft Suite) as well as the ability to undertake manual handling duties and meet the Food Safety requirements.

Your Eligibility

To be eligible for employment applicants:

- must hold working rights in Australia.
- must hold a current driver's licence.
- if offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.



Work Environment Checklist – Support Worker, Samaritan House

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4
Prolonged sitting		X			
Prolonged standing			X		
Lifting from the ground		X			
Lifting above chest height		X			
Lifting/carrying 15kg	X				
Reaching/stretching arms	X				
Repetitive arm/shoulder work	X				
Bending/leaning forward	X				
Turning/twisting	X				
Kneeling or squatting	X				
Pushing/pulling	X				
Fine motor skills/manipulation		X			
Use of ladders/stairs	X				
Trip hazards, uneven flooring		X			
Other	0	1	2	3	4
Work in isolation		X			
Remote work		X			
Psychosocial demands				X	
Critical incident response			X		

Equipment Use	0	1	2	3	4
Car/Truck			X		
Forklift	X				
Pallet Jack	X				
Computer/Keyboard				X	
Kitchen appliances		X			

Environmental	0	1	2	3	4
Low lighting	X				
Strong lighting	X				
Prolonged Noise	X				
Dusty environments	X				
Vibration	X				
Uncontrolled temperatures			X		
Work outside – no shelter			X		
Work in client homes		X			

Chemical/Biohazard	0	1	2	3	4
Infectious Waste		X			
Flammable Substances	X				
Fumes/aerosols	X				
Hazardous substances	X				

Additional Potential Hazards:

Supervisor Name: Elizabeth Carr Date: October 2026