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| **POSITION DESCRIPTION** | |
| **Position Title:** | **Client Support Worker - MPIP** |
| **Service/Facility/Department:** | Community Aged & Disability |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Townsville staff |
| **External:** Clients, family members and carers, external agencies |

**Position Statement / Overall Purpose**

The overall purpose of the Client Support Worker MPIPis to actively support the Senior Case Manager MPIP and Case Manager MPIP in the delivery of client services in areas including social services and support. You will assist clients to access community services by providing information and assistance in contacting these agencies.

The Client Support Worker MPIP will work in accordance with the values of Anglicare SQ (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

The Program:

The program involves coordinating the case management of indigenous and non-indigenous people who are intoxicated in public places and who are displaced, itinerant or at risk of homelessness within the Townsville area, irrespective of age, gender, ethnicity or social status. The MPIP program is funded through the Department of Communities and networks closely with government and non-government organisations in the homelessness sector.

**Position Specific Requirements and Qualifications**

1. Current National Police Certificate
2. Current Blue Card with Yellow Card exemption
3. Current Queensland Driver Licence and own reliable vehicle
4. Certificate IV or Diploma relevant to the position (desirable)

**Key Selection Criteria**

* Life experience or skills in working with marginalised and disadvantaged client groups
* Previous experience or knowledge of Aboriginal and Torres Strait Islanders cultures
* Demonstrated health related advocacy, including the ability to negotiate between individuals, in collaboration with allied health and nursing colleagues whilst maintaining professional boundaries
* Demonstrated effective interpersonal/communication skills (written and oral), and ability to respond to information technology requirements within the working environment
* Ability to build rapport with network partners, colleagues and clients and represents and promotes the service to the wider community
* Ability to work effectively, respectfully and collegially in a team environment
* Experience within a community service, not for profit, or similar organisation (desired)
* Demonstrated ability, either through formal qualifications or life experience, in the area of client support (desired)

**Key Accountabilities and Responsibilities**

1. **Accountability: Professional Conduct**

***Perform all client attributable and non-client attributable practice, in a manner that complies with all relevant legislative, common law, regulatory requirements and professional standards affecting standard of care.***

**Responsibilities:**

* Demonstrate knowledge of community resources and funding programs (Dept. of Communities, HACC Homeless and other funding resources)
* Awareness of and compliance with legislative and organisational requirements relating to Workplace Health and Safety and infection control to maintain safety of self and client/carer at all times
* Individually conduct practice in a manner that is consistent with professional standards and ethical principles
* Identify work practice risks and make recommendations to the Senior Case Manager or Case Manager to alleviate/ minimise risks to self, colleagues and MPIP/ Homeless clients
* Provide service to clients and carers which respects and protects the rights of the clients and carers and maintains their privacy and confidentiality
* Demonstrate collegiality, respect and team work within the work environment

1. **Accountability: Knowledge & Skills**

***Possess, apply and continually develop contemporary knowledge to effectively support clients and/or carers in the community when developing and delivering planned care to meet their needs.***

**Responsibilities:**

* Demonstrate contemporary knowledge and skills by maintaining practice standards in alignment with professional requirements
* Identify and set boundaries with client/carers at all times in collaboration with the MPIP Senior Case Manager or Case Manager and operate within these specific boundaries and those prescribed by Anglicare
* Actively consult with the Senior Case Manager or Case Manager when care requires expertise beyond own capabilities
* Identify areas for further training and development opportunities for self and actively participates in professional development activities (internally and externally) to maintain contemporary knowledge and skills, as well as acquiring new knowledge and skills
* Complete competencies as required and ensure own staff development records are maintained by following service processes to document all internal and external staff training and development activities undertaken

1. **Accountability: Assessment and Case Planning**

***Participate in case coordination and management of client care needs and demonstrate effective utilisation of available resources.***

**Responsibilities:**

* + Utilise culturally appropriate communication with clients and other key stakeholders in ongoing development and review of care delivery
  + Contribute to effective planning and review of weekly outreach schedule and prioritises by utilising limited resources efficiently in an optimal and timely manner
  + Conduct and document intake and eligibility assessment of clients, accurately presenting the client’s current status and requirements, using the relevant assessment and review procedure in accordance with the MPIP Service Guidelines and Anglicare policies
  + Assume a client caseload and for each client within that caseload, develop a MPIP Client Action Plan, in collaboration with both the Senior Case Manager or Case Manager and the client, as an equal partner in their care
  + Liaise with the Senior Case Manager or Case Manager and colleagues on a daily basis, to ensure regular case coordination and evaluation of individual client progress.

1. **Accountability: Direct Care Delivery**

***Ensure contemporary care and services to clients and carers, are delivered safely and competently.***

**Responsibilities:**

* + Undertake client support visits according to weekly Homeless/MPIP services schedule, identifying changing areas of need and reporting changes at weekly Homelessness/MPIP team meetings
  + Effectively communicate with and inform clients/carers of client’s status, progress, and action plan
  + Ensure care is delivered in a safe and competent manner
  + Document client assessment and reviews as per organisational documentation guidelines and client management systems
  + Assist clients or organise applications for housing assistance, Centrelink and other community resources
  + Assist with or organise information for clients seeking employment or retraining
  + Assist clients to develop skills to ensure they maintain independence and self-esteem

1. **Accountability: Networking**

***Establish and build appropriate networks to assist in the running of the MPIP/Homelessness***

***Programs.***

**Responsibilities:**

* Demonstrate knowledge of and participate in local networks in the homelessness sector
* Identify and mobilise appropriate resources to deliver services utilising Anglicare’s resources and through inter-agency network links
* Attend network and case coordination meetings with other homelessness service providers as delegated by the Senior Case Manager or Case Manager, to improve service coordination and client outcomes
* Assist the Senior Case Manager or Case Manager to develop and present information and education sessions for clients, carers and other members of the community as required

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in a manner that does not damage the reputation, viability or profitability of Anglicare’s services
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with workplace health and safety instructions, within relevant policies and procedures
* May be required to undergo evaluation and be assessed as able to meet the physical and functional requirements of the role

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.