

## POSITION DESCRIPTION

### Support Worker

#### OVERVIEW

<b>Program:</b>	Homefront
<b>Reports to:</b>	Senior Case Manager
<b>Supervise:</b>	No direct supports
<b>Date of Last Review:</b>	October 2019
<b>Classification:</b>	Crisis Accommodation Level 1 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme</b>	This role has been deemed eligible to participate in Scheme

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

Homefront is a program of SHM Women's Services. Women's Services is comprised of Homefront, Women's House, Bethlehem Community and the Women, Housing and Complex Needs Program, and is committed to a gender specific response to the needs of women experiencing homelessness and other associated issues. Homefront provides crisis accommodation, support and case management to women who are experiencing homelessness. Whilst residing at Homefront, women are engaged in support and case management toward the establishment of a housing plan. Women are also assisted in addressing other issues that have contributed to them becoming homeless; these commonly include experiences of trauma, family violence, physical and mental health concerns, financial and legal matters, social exclusion and isolation. Where appropriate Homefront also offers outreach support to women who exit the crisis accommodation program.

## PURPOSE OF THE POSITION

The Homefront Support Worker is part of a small team of highly competent Support Workers, Case Managers and a Program Coordinator. Support Workers are responsible for providing support to women residing in the crisis accommodation facility. Support Workers primarily staff an after-hours roster that includes, solo evening, sleepover and weekend shifts. Support Workers also play a vital role in contributing to the objective of supporting Homefront residents to find safe alternative accommodation

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whilst working towards a long-term housing option that is safe and sustainable. Support Workers report to the Senior Case Manager.

The objectives of this position are:

- To ensure that Homefront provides the highest quality, most effective and caring service to women in accordance with SHM's values and legislative and funding requirements.
- To facilitate a welcoming environment where diversity, individual needs and personal safety is fostered and highly valued.
- To ensure that Homefront responds flexibly to the immediate needs of women who are experiencing homelessness and/or in other crises, through the provision of support and assistance.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide a welcoming, flexible and responsive approach to all women residing at Homefront.</li> <li>• Contribute to the work with residents through the completion of referrals, risk assessments, case and safety plans, information gathering and provision.</li> <li>• Undertake new resident orientations, emphasising facility, fire, and personal safety risk assessment.</li> <li>• Contribute to the support of Homefront crisis accommodation and outreach clients via contact and communication, emotional support, advocacy and other support responses as identified.</li> <li>• Complete thorough, professional and timely case notes. Maintain client files and data collection as per SHM policy and procedures.</li> <li>• Respond to crisis situations and client presentations by managing incidents professionally, following SHM and program specific policies and procedures.</li> <li>• Prepare and communicate a thorough handover at the end of every shift.</li> <li>• Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for SHM clients.</li> </ul>
<b>Program/Organisational Participation</b>	<ul style="list-style-type: none"> <li>• Keep up to date and aligned with organisational concepts, including SHM Vision, Values and Strategic Plan.</li> <li>• Contribute to facility and administrative tasks.</li> </ul>

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	<ul style="list-style-type: none"> <li>Attend a monthly Homefront team meeting, annual planning/team day, and where practicable, Women's Services practice reflection sessions, program staff meetings, and SHM all staff meeting.</li> <li>Contribute to team work and collaborative practice across SHM's Community Services programs.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Participate in regular supervision, incorporating annual review and development of a Supervision and Professional Development Agreement (SPDA).</li> <li>Undertake SHM core training, and in consultation with your supervisor undertake other professional development activity as identified and reflected in your SPDA. Contribute to a culture that fosters 'day-to-day' learning through sharing of resources, individual knowledge, experience and skills.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>Develop and foster positive relationships with local services and agencies that work with the SHM client group.</li> <li>Keep up to date with sector reforms and developments.</li> <li>Where appropriate, undertake agency and network participation activities.</li> </ul>
<b>OH&amp;S</b>	<ul style="list-style-type: none"> <li>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.</li> </ul>
<b>RISK</b>	<ul style="list-style-type: none"> <li>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</li> </ul>
<b>CQI (Continuous Quality Improvement)</b>	<ul style="list-style-type: none"> <li>All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.</li> </ul>
<b>TIC (Trauma Informed Care)</b>	<ul style="list-style-type: none"> <li>All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.</li> </ul>

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<b>Case Management Framework (CMF)</b>	<ul style="list-style-type: none"> <li>All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.</li> </ul>
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## MANDATORY REQUIREMENTS

- NDIS Worker Screening Clearance
- A current First Aid Certificate: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid
- Current COVID-19 vaccination certificate or equivalent

## QUALIFICATIONS

- Appropriate qualifications relevant to the delivery of community services; minimum Diploma in Welfare, Community Development, Community Services, Case Management or equivalent.

## KEY SELECTION CRITERIA

### ESSENTIAL

- Relevant experience in the community services sector.
- Demonstrated ability to provide a strength-based response to clients of diverse backgrounds.
- Proven ability to effectively manage challenging behaviours and respond to crisis situations.
- Strong interpersonal skills and proven ability to work cooperatively and collaboratively in a team.
- Proven motivation and ability to work independently.
- Good computer, administrative and organisational skills.
- Evidence of strong alignment to SHM Values.

### DESIRABLE

- Demonstrated understanding of trauma informed care principles.
- Demonstrated understanding of feminist practice frameworks.

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

### ***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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