

POSITION DESCRIPTION

Community Inclusion Worker - Cool Change

Program:	The Wellness Place
Reports to:	Wellness Place Coordinator
Supervises:	Volunteers
Date of Last Review:	June 2022
Classification:	Social and Community Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, emergency relief. The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs foster social connection and links with services.

SACRED HEART CENTRAL (SHC)

SHC comprises several programs that provide an integrated service approach, and these are organised in three groups:

1. **Support Services**, which provides; homelessness assistance (assertive engagement, crisis intervention, advocacy and support) through the Meeting Place & Duty Work, case management for people over 50 years, and specialist mental health responses

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2. **Wellbeing Responses**, activities, group work and therapies through the Wellness Place. Spiritual Care is also provided.

3. **Meals**, which provides a daily breakfast and lunch service (an average of 300 meals a day, every day of the year).

PURPOSE OF THE POSITION

This is a part-time, 25 hrs per week position. Community Inclusion Worker-Cool Change is a new role within The Wellness Place (WP) which is currently operated by a part-time coordinator and part time administrative officer. WP provides support to at least 150 clients each month through a range of allied health therapies and skills development activities.

The Community Inclusion Worker- Cool Change will work across Engagement Hubs and Wellness Place/Robe St. premises to build relationships and enhance participation and quality outcomes for Hub clients. This may include individual, time limited support to up to 6 clients in order to facilitate their participation in groups or other WP or community activities.

Client support - The role will provide assertive engagement to more complex engagement hub users living with homelessness, mental illness, substance use and social isolation. The Community Inclusion Worker will specifically target Hub clients who are not help seeking and may be reluctant to try new things.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none">Provision and reporting of 25 hours of direct client support (face-to-face, advocacy, liaison, documenting) per week.Targeted relationship building and assertive engagement with more complex Engagement hub users.Time limited support for up to 6 clients, in collaboration with WP Coordinator and SHC staff.Facilitation of groups that address client issues such as mental health, substance use and isolation and lonelinessManagement and de-escalation of incidents, in accordance with SHM policies and procedures.Active and timely maintenance of client records and data collection.

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	<ul style="list-style-type: none"> ▪ Promotion of WP and other community wellbeing opportunities ▪ Provide back-fill for coordinator during leave and training
Organisational Participation	<ul style="list-style-type: none"> ▪ Contribute to the implementation of the Mission's Strategic Plan. ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of The Wellness Place.
Sector Participation	<ul style="list-style-type: none"> ▪ Develop and foster partnership with key mental health/AOD/NDIS/health service providers. ▪ Develop and foster positive relationships with local services and agencies.
Professional Development	<ul style="list-style-type: none"> ▪ Attend and participate in regular supervision sessions ▪ Undertake all mandatory and core training in a timely manner ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Relationship Management	<ul style="list-style-type: none"> ▪ Liaise with SHM program staff ▪ Liaise and maintain relationships with local and visiting community agencies and Wellness Place program partners. ▪ Supervise and support volunteers assisting with Wellness Place programs
Health & Safety	SHM staff are responsible for taking reasonable care of their own health and safety and others in the workplace and are required to comply with relevant policies, procedures, and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	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.

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MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid
- Current Covid-19 vaccination certificate

QUALIFICATIONS

- Appropriate tertiary degree or associate diploma relevant to the delivery of community services work eg. Social work, Psychology, Community Development, Nursing or equivalent, or relevant diploma with substantial experience.

KEY SELECTION CRITERIA

- Demonstrated experience working with people experiencing issues such as homelessness, mental illness and substance use.
- Demonstrated experience with group facilitation skills, particularly in the area of mental health, substance use, or addressing social isolation.
- Knowledge of/and understanding of trauma and homelessness.
- Excellent communication skills, both verbal and written.
- Well-developed computer skills and capability to use electronic client management systems
- Managing Oneself: Manages and cares for self to maintain resilience and support when working within a challenging operating environment
- Strong alignment to SHM Values

VISION, MISSION AND VALUES

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

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.

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- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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