

# Support Worker, Freeman House – Health Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Team Leader, Accommodation and Catering – Freeman House
<b>Direct reports:</b>	NIL
<b>Location:</b>	North West region - based within geographical region of service package or service
<b>Primary position objective:</b>	Provide support to clients at the site location and to assist in the entry and assessment of new clients at the site, and in the daily running of the site.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Local Area Coordination (LAC) program:** this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Support Worker will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Provide a variety of supports to clients and work in cooperation with the AOD Programs Team, Clinic and Detox Team, and Homelessness and Housing Team in a way that is consistent with a client's case plan.
- Maintain daily records and assist in all aspects of providing accommodation services for clients to an established quality standard.
- Ability to cover a variety of rostered shifts over a 24/7 period based on operational requirements if necessary.
- Ensure that client support is consistent with the Client Service Delivery Model (CSDM), including demonstrating support consistent with trauma informed care practices.
- Client support should be offered at all times with a respectful, non-judgmental and inclusive attitude and manner, upholding and respecting the rights of clients at all times.
- Assist clients to follow relevant rules and procedures of the service.
- Attend to the primary needs of clients.
- Provide a safe and welcoming environment for clients who live at, or are accessing the service.
- Assist and/or supervise a variety of client activities such as groups and programmes.
- Provide case work support as directed and in cooperation with case workers, and support clients in the implementation of their case plans.
- Liaise with appropriate service staff to ensure client needs are attended to in an effective and efficient manner and providing accurate, up-to-date information and practical support to clients on a range of issues.
- Maintain client records and case notes, both electronic and hand written, in a professional manner as per service policy.
- Advocate for clients on a need basis with external agencies.
- Transport of clients as required.
- Meet service targets as required by the Regional Manager, Society and/or external agencies.
- Ensure that the established accommodation standards are adhered to including:
  - Welcome and orient new clients to the service.
  - Maintain a welcoming environment and organise rooms when a client exits (a separate department in hostels).
  - Conduct regular unit/room inspections.
  - Preparing/serving of meals for clients, including the supervision of all activities undertaken by clients and/or volunteers in the kitchen as appropriate.
  - Maintain a clean environment.
  - Ensure bed linen, towels and kitchen linen are laundered to established standard where required.
  - Implement appropriate routines for clients as directed.
  - Other duties related to the accommodation/support for clients as directed/required by Supervisor.

- Responsible for managing the flow of clients and visitors in the building in a safe and responsible manner as set out in service procedure.
- Work in a 'risk management' framework to ensure the safety and security of clients and to be proactive in ensuring that WHS standards are met and maintained in the workplace.
- Maintain daily written communications and other documentation as required.
- Work within and adhere to the Vinnies Services policies and procedures at all times.
- Other duties as directed.

## Critical Key Performance Indicators (KPIs)

- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Clients accommodation is safe and clean and of a good standard.
- Ensure critical and other incidents in services are minimised.

## Key working relationships

In addition to the Team Leader, Accommodation – Freeman House and their direct reports, the Support Worker will foster positive working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Conferences.

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

## **Role-specific criteria**

- Appropriate Certificate or equivalent experience or currently undertaking tertiary study, in a related field.
- Excellent written and oral communication skills.
- Demonstrated customer service skills.
- Ability to work independently and as part of a team.
- Ability to use sound judgement and act appropriately in crisis and emergency situations.
- Current first aid certificate.
- Ability to maintain an ethical, yet non-judgmental, attitude towards residents and staff, and commitment to this.
- Basic computer literacy skills including experience in computerised data collection.
- Sound knowledge of WHS legislation as it relates to the workplace.
- Ability to work a rotating roster covering day, afternoon and sleepover shifts.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Minimum Cert IV or working towards.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Experience working in a residential rehabilitation service.
- Experience in a hospitality, accommodation or service environment which required the demonstration of consistent quality standards.
- Ability to use client data base and Microsoft Office packages such as Word, Excel, Outlook.
- NSW driver licence.