

POSITION DESCRIPTION

Support Worker

OVERVIEW

Program:	Rooming House Plus Program
Reports to:	Program Coordinator Rooming House Plus Program
Supervise:	Nil
Date of Last Review:	December 2018
Classification:	Social and Community Services Employee Level 3 Sacred Heart Mission Enterprise Agreement 2013, or subsequent Agreements

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

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services.

Sacred Heart Mission's Client Services Division is made up of two areas; Service Hubs and Individualised Planned Support, and Ongoing Support. Our Ongoing Support area includes Sacred Heart Community (residential care facility), Sacred Heart Local (home-care and NDIS services) and the Rooming House Plus Program (residential and case management). These programs are specifically targeted at people who are homeless, at risk of homelessness and /or socially disadvantaged.

The Rooming House Plus Program (RHPP) helps to break the cycle of homelessness by providing residents with stable, long term accommodation and 24 hour support to maintain their housing.

PURPOSE OF THE POSITION

The Support Worker is responsible for the provision of high quality, person centred and responsive support services to people who access SHM's Community Services. This role is carried out in accordance with SHM's values and legislative requirements.

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KEY RESPONSIBILITIES

ACCOUNTABILITY	MAJOR ACTIVITIES
<p>Service Delivery</p>	<ul style="list-style-type: none"> ▪ Ensure that a safe and welcoming environment is maintained for all individuals accessing Community Services ▪ Provide assertive outreach support to people ▪ Ensure client records, databases and information are maintained in a timely, professional and accurate basis ▪ Undertake initial assessments and ensure referrals are made to specialist services and other agencies where appropriate ▪ Foster and develop positive relationships with external services and with clients families and carers ▪ Represent client's interest to other organisations ▪ Provide updated and useful information to assist individuals to make informed choices ▪ Contribute to the management of challenging behaviours and incidents and aim to de-escalate crisis situations, seeking advice and support from the Program Coordinator and Security Worker (if applicable) where necessary ▪ Advocate for and on behalf of clients
<p>Organisational Participation</p>	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings ▪ Contribute to SHC's continuous quality improvement processes, planning and practice ▪ Contribute to the implementation of the Mission's Strategic Plan ▪ Contribute to collaborative practice ▪ Ensure links are maintained with other SHM services and partnership agencies providing in reach to Community Services
<p>Professional Development</p>	<ul style="list-style-type: none"> ▪ Attend and participate in fortnightly supervision sessions and individual training ▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective

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	<ul style="list-style-type: none"> Participate in yearly professional development and review meetings and regularly monitor individual training and development plan with line manager
Sector Participation	<ul style="list-style-type: none"> Develop and foster positive relationships with local services and agencies that work with the client group
Health & Safety	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.
Risk	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats)
CQI (Continuous Quality Improvement)	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.
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 including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of community services e.g. Diploma of Welfare, Community Development, or equivalent

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KEY SELECTION CRITERIA

- Experience working with disadvantaged people, e.g. people who are experiencing homelessness or mental illness, and /or problematic drug or alcohol use and other complex issues, in a person centred and responsive way
- Strong interpersonal skills and experience working with people from diverse backgrounds
- Demonstrated ability to build positive relationships and work as part of a team
- Demonstrated ability to deal with challenging behaviours, respond to crisis situations and de-escalate incidents
- Demonstrated ability to provide client advocacy to external organisations
- Demonstrated commitment to reflective practice and ongoing professional development
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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