

Position Description



Position title	Safety and support officer
Service Area	Transitioning from Homelessness
Reports to	Service Lead - Tranby
Date prepared/reviewed	June 2020
Location	Aberdeen Street
Position Details	Max term full-time/part-time/ casual

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this position is to provide support for the development and delivery of homelessness services which achieve integrated support as well as providing relevant service referrals for people experiencing or at risk of homelessness. The position is also responsible for achieving positive client, team and program outcomes with a focus on safety and support.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Provide a safe and welcoming environment for clients
- Provide roving and static security to the Tranby Centre and surrounding areas
- Assess client's needs upon presentation and direct them to the appropriate staff member within the service to address their needs
- Engage with clients in a person-centered way, showing compassion and understanding for their presenting needs and circumstances
- Building positive relationships and rapport with and between clients
- Provide advocacy and support for clients who may exhibit challenging behaviours or have complex issues
- Liaise with the other staff in the service to ensure the client is directed to the right person for support.
- Support meal planning, preparation, and service in accordance with nutrition and safe food handling guidelines
- Ensure that the activities and facilities of the service operate safely, effectively and efficiently, when required re-direct and de-escalate clients and move them on from the service if they are posing a risk to others
- If the client is still acting in a way that poses a risk or is deemed unsuitable for the service contact the police for their attendance and support
- Maintain appropriate boundaries with the clients at all times
- Collect and compile data and information to support the completion of accurate, useful and timely reports
- Provide support to clients with duties such as distributing towels, soap/shampoo, phone charge, and assist in meal preparation and service when required.
- Provide floor support during set up and shut down of the service, general cleaning, completing laundry, providing ER clothes and blankets
- Actively participate and contribute to team meetings with a focus on supporting the planning, development and review of service delivery
- Provide any additional support to the Active Referral Team that assists in achieving client outcomes.
- Consider, plan and respond to the safety implications of all work undertaken
- Identify, assess and report safety hazards, risks and concerns
- Ensure that safety plans are identified, in place and followed by all users of the facility and programs
- Establish and maintain a working environment that is safe and free of harassment
- Ensure that all incidents are effectively reported and investigated as per policy, with system and program improvements identified and actioned
- Actively follow safe working procedures (e.g., manual handling, emergency evacuation, lock down)
- Ensure that all food preparation follows safe food handling and hygiene procedures
- Maintain safe 'housekeeping' procedures in the facilities (e.g. remove clutter and obstructions)
- Follow training and agreed processes to ensure that potentially volatile client behaviour is effectively de-escalated and associated risk managed
- Regularly update and participate in relevant safety and risk related training; actively applying the learning in the workplace, ensure that security license is renewed and up to date.
- Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Demonstrated ability to manage the delivery of holistic support to individuals experiencing crisis due to homelessness, risk of homelessness which may include substance abuse, disability and mental health issues, and people of diverse cultural and religious backgrounds
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with staff, service users, volunteers, community agencies and other professionals
- Well-developed organisational skills and an ability to perform multiple tasks in an environment that may have conflicting and changing priorities
- Demonstrated negotiation and conflict resolution skills
- Experience in working with complex clients to achieve positive outcomes
- Demonstrated knowledge of referral services and agencies
- Demonstrated referral, assessment and support planning
- Demonstrated ability to function as part of a small team
- High level of computer literacy in MS Word and Excel.

Qualifications

Education, experience and technical skills required for this position.

- Minimum qualification Certificate 2 Security Operations
- Current first aid
- Current National Police Clearance.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This position will also engage with external stakeholders such as:

- Specific Client group
- Department for Child Protection and Family Support
- Department of Housing
- WA Police
- Local councils
- Other community sector organisations
- Government departments.