

Position Description



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| Job title | Support Worker |
| Department | HASS |
| Reports to | Service Lead/Operations Lead - Transitioning from Homelessness |
| Date prepared/reviewed | June 2020 |
| Location | Various Uniting Sites |
| Position Details | Max Term Full Time |

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

The purpose of the HASS program is to provide accommodation and support to individuals who are homeless or at risk of homelessness. Once a person is accommodated in the program staff aim to provide safety, security and work on building trust and rapport. Over time we look to develop and implement a contemporary person centred approach to case management which is trauma informed and person centred.

The program aims to address the drivers of each individual's homelessness with the aim to break that cycle. The program provides a wide range of practical supports, advocacy and links to specialised services in the community. The program is focussed on connection to the community and ensuring our clients are able to obtain safe, secure and sustainable accommodation upon leaving our accommodation.

The overall objective of the role is to ensure people who are sleeping rough, and people at risk of returning to primary homelessness, achieve long term, secure, stable accommodation.

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

Client-centred Support

- Build positive relationships and rapport with and between clients
- Provide a safe and welcoming environment for clients
- Identify client need and support the development of client-centred plans to meet those needs
- Provide client-centred case work support to assist clients achieve their identified target outcomes
- Refer clients to relevant supports and service providers, internally (within UCW) and externally, follow up on referrals as required
- Support clients achieve positive personal outcomes in accordance with specific program guidelines
- Support the co-ordination and delivery of client activities with a focus on social inclusion
- Provide advocacy and support for clients who may exhibit challenging behaviours or have complex issues.
- Liaise with other agencies where necessary to ensure client's needs are supported.

Program Support

- Maintain up to date information on relevant internal/external referral services and pathways
- Contribute to the development and execution of policies, procedures and practices
- Collect and compile data and information to support the completion of accurate, useful and timely reports
- Ensure client information and related plans are accurate and up to date
- Actively participate and contribute to team meetings with a focus on supporting the planning, development and review of service delivery
- Assist in identifying continuous improvements to the programs
- Assist in developing work practices, which ensure contract compliance.
- Ensure that processes, policies and systems are followed.

Safety and Risk Management

- Ensure that safety considerations are priority in all work undertaken
- Identify, assess and report safety hazards, risks and concerns
- Ensure that safety plans are in place and followed by all users of the program
- 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 (eg manual handling, emergency evacuation)
- Follow training and agreed processes to ensure that potentially volatile client behaviour is effectively de-escalated and associated risks managed

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

- Demonstrated experience working within the community services sector, primarily working with individuals and families experiencing (or at risk of) homelessness.
- Demonstrated ability to function as part of a self-organising team
- Demonstrated experience in de-escalation and challenging client behaviours
- Well-developed communication and interpersonal skills including the ability to work effectively with service staff, service users, community agencies and other professionals.
- Demonstrate clear and strong professional boundaries.
- Well-developed organisational skills and an ability to set priorities and multitask in an environment that may present conflicting and changing priorities.
- Demonstrated ability to work autonomously and exercise sound judgement.

Qualifications/Certificates/licences

Education, experience and technical skills required for this position.

- Recognised qualifications in a relevant area such as community services/social work/social science
- Current C class drivers licence
- Current National Police Clearance Check
- Current Senior First Aid Certificate