

# Position Description



<b>Job title</b>	Senior Support worker (HEART)
<b>Department</b>	Transitioning from Homelessness
<b>Reports to</b>	Operations Lead
<b>Date prepared/reviewed</b>	19/06/2023
<b>Location</b>	Koort Boodja
<b>Position Details</b>	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

Brief summary of position's purpose

The purpose of this role is to provide guidance and support to create a work environment that enables a high performing team to deliver high quality and sustainable support services to people experiencing homelessness. The Senior support worker role will report and be guided on program decision making by the Operations Lead.

## 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.

The purpose of this role to is to ensure a high-quality service is delivered to people experiencing homelessness that align with service standards and best practice models. In collaboration with the team.

- Maintain a comprehensive understanding of innovative and contemporary models of support that ensures participants receive high quality care which has a positive impact on their lives.

- Ensure support workers review service delivery practices to ensure positive outcomes for clients using a trauma informed principle.
- Under the direction of the Operations Lead ensure teams demonstrate implement best practice safety principles and practices.
- Responsible for all issues and incidents to be identified and reported.
- Under the guidance of the Operations Lead, ensure that all outcomes client incidents are implemented and monitored.
- Lead morning meetings, debriefs, and participate and contribute to sector meetings with a focus on supporting the planning, development and review of service delivery.
- Guide support workers to provide and lead advocacy and support for clients who may exhibit challenging behaviours or have complex issues
- Refer clients and where necessary direct support workers to ensure clients access relevant supports and service providers, internally (within UCW) and externally, follow up on referrals as required whilst supporting team
- Coaching and mentoring of staff, volunteers and trainees equips teams to deliver on agreed outcomes under the guidance of the Operations Lead.
- Ensure that their team are collaborate with clients so that they engage with and maintain partnerships with internal and external services.
- In collaboration with the Operations Lead, identify and implement team training needs within budget.
- Information and client management systems are up to date and accurate, statistics and reports are provided to the Operations lead and Practice leads as required or requested
- Maintain up to date information on relevant external referral services and provide to team members.
- Expense manager processes are maintained and managed
- completing daily tasks to ensure fluid running of the service area and reporting back to Operations lead.
- Provide a safe and welcoming environment for clients
- Oversee the building of positive relationships and rapport with and between clients and staff members
- Role modelling approach to service delivery and supporting clients when appropriate and/or needed
- Exemplary personal drive and integrity is demonstrated, and the organisation's ethos is consistently reflected in service development and practices.
- Rosters are developed and published on time, with the correct mix of skills and within budget under guidance of operations lead.
- Riteq shifts are approved and submitted on time.
- Other responsibilities appropriate to the position are performed as requested.

#### **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.

- Excellent understanding of person-centred, strength-based support and trauma informed practices
- Established skills in relationship building and stakeholder engagement management (internal and external)
- Excellent communication and decision making skills
- Awareness of relevant services and resources in the community
- Ability to develop teams and ensure a positive team culture
- Understanding of trends and issues within the homelessness sector

## Qualifications

Education, experience and technical skills required for this position.

- Significant knowledge and understanding of contemporary theory, practice and its application in the area of Homelessness
- Relevant tertiary qualifications or commensurate significant (i.e. 2 years+) experience and relevant professional development
- Working with Children Check (where applicable)
- National Police Clearance
- First Aid
- Current Western Australian Driver's Licence

## Additional Information

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

This role will engage with the following parties:

- Clients
- Mainstream services, community service organisations, partner agencies and funding bodies
- Community and volunteer groups
- Schools