

# Position Description



<b>Job title</b>	Support Worker
<b>Department</b>	Transitioning from Homelessness
<b>Reports to</b>	Service Lead
<b>Date prepared/reviewed</b>	June 2020
<b>Location</b>	Various Uniting sites
<b>Position Details</b>	Permanent full-time/part-time, 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. This position has capacity to move between homelessness programs including, but not restricted to, Street to Home, Tranby, Family Foundations and HASS.

## 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
- Undertake client assessments to identify client needs and support the development of client-centred plans to meet those needs
- Provide client-centred 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
- Building positive relationships and rapport with and between clients
- 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 as to ensure clients are supported
- 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
- Maintain up to date information on relevant referral services
- 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
- Contribute towards the development, monitoring and review of the program framework
- Provide any additional support 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
- Ensure that safety considerations are a priority in all work undertaken
- 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.

- 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.

- Well-developed communication and interpersonal skills, including the ability to work and communicate effectively with colleagues, clients, volunteers and other professionals
- Experience in working with complex clients to achieve positive outcomes
- Demonstrated ability to work with people from complex and diverse backgrounds
- Demonstrated knowledge of referral services and agencies
- Demonstrated 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.

- Well-developed communication and interpersonal skills, including the ability to work and communicate effectively with colleagues, clients, volunteers and other professionals
- Experience in working with complex clients to achieve positive outcomes
- Demonstrated ability to work with people from complex and diverse backgrounds
- Demonstrated knowledge of referral services and agencies
- Demonstrated assessment and support planning
- Demonstrated ability to function as part of a small team
- High level of computer literacy in MS Word and Excel

### Additional Information

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

- Clients
- Department for Child Protection and Family Support
- Department of Housing
- Other community sector organisations
- Centrelink
- Other government departments