

9 - 05 SUPPORT WORKER JOB DESCRIPTION

Job Title:	SUPPORT WORKER	Program:	
Reports to:	Program Manager	Supervises:	N/A
Terms:	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual	Award:	SCHCADS 4.2

ORGANISATION INFORMATION											
<p>Our vision and focus: Coast Shelter’s Vision is to end homelessness on the Central Coast. Our Service works with families, adults and young people with the most challenging and complex issues arising from their experience of homelessness, abuse, neglect or violence. To achieve our Vision, Coast Shelter provides supported accommodation and delivers a wide range of supplementary services to those who are homeless or at risk of becoming homeless.</p>	<p>Our values - Coast Shelter expects staff to apply these values in all aspects of their work:</p> <table border="0"> <tr> <td><input type="checkbox"/> Professionalism</td> <td><input type="checkbox"/> Integrity</td> </tr> <tr> <td><input type="checkbox"/> Respect</td> <td><input type="checkbox"/> Courtesy</td> </tr> <tr> <td><input type="checkbox"/> Perseverance</td> <td><input type="checkbox"/> Fairness</td> </tr> <tr> <td><input type="checkbox"/> Acceptance</td> <td><input type="checkbox"/> Empathy</td> </tr> <tr> <td><input type="checkbox"/> Honesty</td> <td><input type="checkbox"/> Accountability</td> </tr> </table>	<input type="checkbox"/> Professionalism	<input type="checkbox"/> Integrity	<input type="checkbox"/> Respect	<input type="checkbox"/> Courtesy	<input type="checkbox"/> Perseverance	<input type="checkbox"/> Fairness	<input type="checkbox"/> Acceptance	<input type="checkbox"/> Empathy	<input type="checkbox"/> Honesty	<input type="checkbox"/> Accountability
<input type="checkbox"/> Professionalism	<input type="checkbox"/> Integrity										
<input type="checkbox"/> Respect	<input type="checkbox"/> Courtesy										
<input type="checkbox"/> Perseverance	<input type="checkbox"/> Fairness										
<input type="checkbox"/> Acceptance	<input type="checkbox"/> Empathy										
<input type="checkbox"/> Honesty	<input type="checkbox"/> Accountability										

ROLE CONTEXT
Support Workers are responsible for ensuring efficient and effective support is provided to Coast Shelter residents/clients. The Support Worker’s role is to provide opportunities for residents/clients to reach their own potential particularly in relation to independence, social interaction, self-determination and participation.

PRIMARY OBJECTIVES OF ROLE									
<p>To provide strength-based case management support to those who are homeless or at imminent risk of homelessness to move them towards independent living. This includes identifying support needs, providing information, referral, advocacy and practical support in a range of issues including, but not limited to:</p> <table border="0"> <tr> <td><input type="checkbox"/> Accommodation requirements</td> <td><input type="checkbox"/> Health and social wellbeing</td> <td><input type="checkbox"/> Living skills e.g. budgeting</td> </tr> <tr> <td><input type="checkbox"/> Education, training, employment</td> <td><input type="checkbox"/> Financial and legal issues</td> <td><input type="checkbox"/> Interpersonal and social skills</td> </tr> <tr> <td><input type="checkbox"/> Family relationships/restoration</td> <td></td> <td></td> </tr> </table>	<input type="checkbox"/> Accommodation requirements	<input type="checkbox"/> Health and social wellbeing	<input type="checkbox"/> Living skills e.g. budgeting	<input type="checkbox"/> Education, training, employment	<input type="checkbox"/> Financial and legal issues	<input type="checkbox"/> Interpersonal and social skills	<input type="checkbox"/> Family relationships/restoration		
<input type="checkbox"/> Accommodation requirements	<input type="checkbox"/> Health and social wellbeing	<input type="checkbox"/> Living skills e.g. budgeting							
<input type="checkbox"/> Education, training, employment	<input type="checkbox"/> Financial and legal issues	<input type="checkbox"/> Interpersonal and social skills							
<input type="checkbox"/> Family relationships/restoration									

KEY SELECTION CRITERIA Knowledge, skills and abilities required to fulfil the role	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Understanding of the causes and impact of homelessness. • Commitment to the care and support of homeless and disadvantaged men, women, youth and families • Ability to manage competing priorities and stressful situations. • Ability to work effectively as part of a team or unsupervised. • Capacity to work collaboratively and liaise with other agencies. • Excellent communication, negotiation and advocacy skills. • Availability for shift work including weekends and sleepovers. • Satisfactory computer and written skills. 	<p>DESIRABLE</p> <ul style="list-style-type: none"> • Tertiary qualifications and/or relevant experience. • Detailed knowledge of the Central Coast welfare and SHS network. • Demonstrated experience in providing case work support to those who are homeless, at risk of homelessness and experiencing social disadvantage.

<ul style="list-style-type: none"> • Commitment to the principles of equity, diversity, continuous improvement, Workplace Health and Safety. • Current Drivers Licence, First Aid Certificate and Working with Children Clearance. • Willingness to work within Coast Shelter’s Policies, Procedures and Code of Conduct. 	
--	--

ACCOUNTABILITIES, KEY TASKS AND RESPONSIBILITIES

Client support	<ul style="list-style-type: none"> • Promptly respond to general enquiries and referrals of clients and conduct assessments to determine the level of support needed. • Ensure information on relevant community resources and support options are available to client. Advocate on behalf of client to access these services if necessary. • With client participation, develop individualised case plans which includes objectives, timeframes, exit plans and regular reviews. • Provide regular, face to face case management support in an understanding, non-judgemental and empathetic manner. • With the approval of the Program Manager, provide follow up support to clients. • Maintain a caseload as agreed with the Program Manager. • Ensure clients understand and carry out their personal responsibilities. • Maintain a safe, secure and nurturing household environment (<i>residential workers</i>) • Supervise and participate with residents and/or other staff in completing household chores such as preparing meals, housework, gardening, cleaning etc. (<i>residential workers</i>) • Ensure children and young people attend appropriate education programs. • Provide transport for clients to attend appointments if required. • Actively seek feedback from clients at all stages of service delivery. 												
Administration	<ul style="list-style-type: none"> • Maintain concise, clear and accurate records, including but not limited to: <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">▫ Day book (daily diary)</td> <td style="width: 33%;">▫ Completed forms</td> <td style="width: 33%;">▫ Petty cash records</td> </tr> <tr> <td>▫ Receipts and Rent books</td> <td>▫ Statistical data</td> <td>▫ Timesheets</td> </tr> <tr> <td>▫ Vehicle log books</td> <td>▫ Property inventories</td> <td>▫ Outreach records</td> </tr> <tr> <td>▫ Tenancy agreements</td> <td>▫ Maintenance records</td> <td></td> </tr> </table> • Ensure client case notes entered on CIMS database are clear and up to date. • Maintain client files in a safe, secure place in line with confidentiality policy. • Collect, record and issue accurate receipts for rent received (including CPay). • Submit written reports when requested. 	▫ Day book (daily diary)	▫ Completed forms	▫ Petty cash records	▫ Receipts and Rent books	▫ Statistical data	▫ Timesheets	▫ Vehicle log books	▫ Property inventories	▫ Outreach records	▫ Tenancy agreements	▫ Maintenance records	
▫ Day book (daily diary)	▫ Completed forms	▫ Petty cash records											
▫ Receipts and Rent books	▫ Statistical data	▫ Timesheets											
▫ Vehicle log books	▫ Property inventories	▫ Outreach records											
▫ Tenancy agreements	▫ Maintenance records												
Program	<ul style="list-style-type: none"> • Attend and participate in fortnightly staff and program meetings. • With approval, represent Coast Shelter at relevant interagency meetings and forums. • Participate in and implement all quality improvement activities within the Service. • Ensure premises and surrounds are kept in a tidy and orderly condition and that any hazards are promptly reported. • Undertake special projects or other duties as directed by the Program Manager. 												

	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with local accommodation providers and relevant government and non-government support agencies • Assist in the development, implementation and review of policies and procedures.
Professional	<ul style="list-style-type: none"> • Participate in staff training, related conferences and community events. • Work in partnership with fellow members of staff to achieve a consistency of support. • Manage and administer tasks in a coordinated, efficient and timely manner. • Implement ongoing personal and professional development strategies to improve job performance and efficiencies • Participate in Coast Shelter’s supervision and performance management practices. • Monitor own stress levels and practice self-care strategies.
Purpose and values	<ul style="list-style-type: none"> • Actively support Coast Shelter’s purpose and values. • Operate in line with Coast Shelter’s Policies and Procedures and Code of Conduct. • Maintain strict confidentiality in all matters relevant to the Service and client group. • Behave in a way that contributes to a workplace free from discrimination, harassment and bullying. • Ensure the health, safety and welfare of self and others in the workplace. • Positively represent the Service to enhance the image and public’s knowledge of its work.

INHERENT PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS OF ROLE		
Work environment	Work in an environment with demanding and changing workloads and competing priorities	Daily
	Work in different geographic locations including unstructured settings (e.g. outreach visits)	Daily
	Work in buildings which may be two story.	Daily
	Work rostered hours with the possibility of extended hours.	Regular
	Complete domestic tasks including but not limited to: cleaning, cooking, grocery shopping, gardening.	Daily
	Sit at a computer or in meetings for extended periods.	Regular
People contact	Work alone with clients who may be unstable, vulnerable, troubled or traumatised.	Daily
	Liaise with government, nongovernment and community organisations.	Daily
	Interact with clients and members of the public who may display verbal or emotionally challenging behaviour.	Daily
	Participate in staff meetings, network meetings and professional development activities.	Regular
Administrative tasks	Undertake general administrative tasks which may include basic computer work, filing, reading documents and writing client case notes.	Daily

	Undertake more intensive administrative tasks which may include writing detailed reports, complex computer work, researching and analysing information.	Occasional
	Use technology including computers, photocopier, telephones including mobiles, fax.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional

In signing this Job Description, the employee acknowledges that they have received a copy have read the document and fully understand its contents.

Employee Name: _____ Signature: _____ Date: _____

Supervisor Name: _____ Signature: _____ Date: _____