

Position Description

Position:	Support Worker	Reports To:	Coordinator, WestCare Centre
Programme:	WestCare Centre	Location:	Adelaide CBD
Award:	SCHADS	Classification:	Level 2

Job Purpose

The Support Worker is based in the WestCare Centre working as part of a small staff team. There is some flexibility built into the role but the key aspect of the role is to have a good understanding of the client group and the services available to them.

The focus of the Support Worker is to provide support to clients. This would include internal referrals for housing, and external referrals for a range of services relevant to client needs. The role also includes personal support and advocacy. The support to clients does not include casework.

The Support Worker is to monitor the behaviours of clients using the Centre so that it is a safe place for everyone. The emphasis is on building a positive relationship with clients and by doing this potential aggressive incidents are avoided or contained quickly.

Responsibilities and Accountabilities

1. Appropriate client support and referrals.

- Has a good rapport with clients, understand them, mixes easily with them, has their trust and respect.
- The worker will provide a one-off brief intervention and if required refer client to appropriate Baptist Care, or other services.
- Has a good knowledge of other relevant services.
- Is able to refer clients to appropriate services relevant to their needs.
- The worker will provide ongoing support to client where appropriate within Centre-based role.
- Client feedback about the worker is positive.

2. Provide outreach

- Assist Outreach Worker to locate and identify rough sleepers through assertive outreach.
- Identify and prioritise the most vulnerable and unwell for intensive support.
- Carry out street level service delivery.
- Provide advice, advocacy, assessment and referrals as appropriate, including discussion of crisis accommodation options, and securing of crisis accommodation and other housing options.
- Assisting to access health care as required.
- Provide referrals via gateway services
- Provide education and information for clients on a range of services available
- Undertake initial and ongoing assessment of clients
- Engage with clients in non-judgemental and respectful manner, and work in partnership with them to effectively assess and respond to their housing and support needs

3. Respond appropriately to clients if they are agitated and at risk of harming themselves or others.

- Worker is able to provide early intervention to clients who may be agitated thus preventing incidents from escalating
- Where clients are becoming aggressive respond professionally to minimise harm

4. Respond appropriately to clients if they are physically or mentally unwell.

- Apply first aid to physical injury where needed
- Appropriate referral for physical illness
- Appropriate referral for mental health illness

5. Assist with cleaning in the centre

- Centre has been cleaned as per detailed logs
- Cleaning logs have been completed

6. Assist with the serving of lunchtime meal, including receipt of money and recording of statistics.

- Ensure lunch-time meal is served in a prompt manner
- Money received is receipted and secured on a daily basis

7. Work Health and Safety (WHS)

- According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:
- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.

8. Quality improvement

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.
- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

9. Know and apply Baptist Care SA policies and procedures

- Demonstrated alignment to the Baptist Care mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.

Essential Qualifications, Experience, Competencies:**Qualifications**

- Certificate IV in Community Services or similar. Extensive relevant experience will be considered in lieu of.

Competencies (Knowledge, skills and behaviours):

- Demonstrated understanding of issues relating to people who have experienced homelessness and marginalisation
- Experience in providing services to marginalised people experiencing homelessness, addiction or mental health issues
- Ability to clean large Centre on a daily basis to a professional standard

Specific employment requirements

- A valid full South Australia driver's license (C Class)
- A valid DCSI: Child-Related Employment Screening
- A valid National Police Check
- Training – Apply First Aid (min HLTAID003) will be highly regarded.
- Training – Child Safe Environments
- Ability to work outside of normal office hours will be required
- Travel within South Australia would be required

Desirable requirements

- Aboriginal and Torres Strait Islander candidates are strongly encouraged to apply

MONITORING, EVALUATION AND REVIEW

Status:	Choose an item.	Control:	People & Culture
Approved by:		Version:	1.0
Effective Date:	02/11/2017	Review Date:	30/06/2018
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