

Position title:	Support Worker	Reports to:	Team Leader
Program / Department:	WestCare Centre	Primary work location/s:	Inner City
Direct reports:	Nil	Key stakeholders:	Baptist Churches SA, Food Hub, Toward Home Alliance
Award:	SCHADS	Classification:	Level 2

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

WestCare Centre works with people experiencing homelessness, food insecurity and on low income. Our pathways statement is that “we are a community of faith, hope and love seeking to end homelessness, improve health and wellbeing and lead generational change”.

The Support Worker role is based in the WestCare Centre working as part of a small 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 including 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.

Role responsibilities

Provide client support and referrals

- Build and maintain rapport with clients by building trust and respect.
- Understanding and demonstrated application of Trauma Informed Care.
- Evidence of effectively managing and responding to difficult and/or challenging behaviours.
- Provide brief early intervention and if required refer client to appropriate Baptist Care, or other external services relevant to client needs.
- Actively collaborate with colleagues and external professionals to help meet the physical, emotional, educational and health needs of clients.
- Maintain good knowledge of other relevant internal and external services.
- Provide and offer practical support to clients where appropriate/ required, during their working shift.

Provide Outreach

- Assist Outreach Worker to locate and identify rough sleepers.
- 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.
- Participate in our code blue/red overnight extreme weather responses.
- Engage with clients in non-judgmental and respectful manner, and work in partnership with them to effectively assess and respond to their housing and support needs

Provide responsive and appropriate support to clients who are physically or mentally unwell

- Apply first aid to physical injury where needed.
- Provide appropriate referral for physical illness.
- Provide appropriate referral for mental health illness.

Assist with general housekeeping at the Centre

- Ensure that Centre has been cleaned as per detailed logs.
- Ensure cleaning logs have been completed.

Assist with meal service

- Ensure lunch-time meals are served in a prompt manner following food safety guidelines.
- Perform record-keeping and reporting as required.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.

- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures.
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan
- Model and foster behaviours aligned with the Code of Conduct
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders

About you

The qualifications you bring

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

The competencies (knowledge, skills and behaviours) you bring

- 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

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A valid National Police Check (as applicable)
- Training – Apply First Aid (min HLTAID003) (as applicable)
- Training – Child Safe Environments (as applicable)
- Ability to work outside of normal office hours will be required

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	3
Effective date:	September 2024	Review date:	September 2025