Job and Person Specification

<table>
<thead>
<tr>
<th>Position:</th>
<th>Community Service Worker</th>
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<td>Shift details:</td>
<td>2 evening shifts per week; one week (Wednesday Thursday) the next week (Friday Saturday) (4.45pm - 10pm active) (10pm – 7.30am passive) (active 7.30 - 8.15am, W/ends &amp; PH 7.30 - 8.45am)</td>
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Program: Permanent Supported Accommodation Program (PSAP)

Award: Social, Community, Home Care and Disability Services Award Level 2 Pay Point 1. Loadings for weekend and evening work plus a sleepover allowance. Salary packaging available

Reports to: Manager Mental Health Programs

Responsible for: No direct reports

Conditions of Service: Conditions of service are in accordance with the Contract of Employment and is subject to a six month probationary period

Status: Part-time

Length of Position: Contract to 30 June 2018

Location: Inner City Adelaide

Organisational Information

Since 1988 Catherine House Inc. has provided inner city services, supporting women out of homelessness, for women over 18yrs and unaccompanied by children. It has sixteen houses offering emergency, transitional and permanent supported accommodation for up to 48 women a night. An outreach service assists clients living in a range of other housing in the community. A Women’s Centre is an important part of our integrated aspirational service model and provides a range of health and wellbeing, social and educational, future pathway planning activities for clients, aimed to increase their confidence, skills and capacity to participate in a more positive and meaningful life.

As a not for profit organisation, staff are required to work collaboratively to achieve good client and service delivery outcomes. It is appreciated that, although some staff have different roles in the team, every role and every person is equally valued and integral to the overall success of the organisation and its ability to meet its many reporting requirements and outcomes.

Position Objectives

The Community Service Worker will be accountable for working collaboratively with team members to ensure the safety and security of the accommodation site, the effective operation of the program and for supporting clients in the attainment of their goals.

Part A - Key Responsibilities

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<th>KEY AREA</th>
<th>KEY TASKS</th>
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| Client Support | • Assist clients with practical household tasks or chores, keeping their personal environment clean and tidy.  
• Assist clients in developing independent living skills. |
- Cook, serve and clean up after evening meal and supper, ensuring all work benches and kitchen areas are cleaned and floor mopped.
- Attend to other household tasks as directed by housekeeper supervisor or Manager.
- Ensure breakfast items are restocked and ready to be put out in the morning.
- Support residents who wish to coordinate or be involved in in-house evening social activities.
- Support clients with symptom and crisis management.
- Support clients manage the day to day issues that arise in a communal setting and being part of a community; e.g. conflict management, developing assertiveness and coping skills and strategies to improve decision making and problem solving skills.
- Monitoring the safety and security of the house and client behaviour to prevent and minimise any risk issues to other residents, staff, volunteers, visitors or others.
- Assist clients self-administer their medication as per program guidelines
- Assist clients that need support overnight as per program guidelines.
- Actively participate in client handovers, client reviews and communicate client issues to other program staff as appropriate for the effective management and safety of the house.
- Record client information in the client file as per program guidelines.

**Administrative Support**

- Be responsible for a range of administrative tasks associated with the operational aspects of the program. These may include; data management and reporting, client file management, or other related tasks as delegated by the Manager.

**Work Health and Safety**

- Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Catherine House Code of Conduct and organisational policies, including **WHS requirements as outlined below**

**Corporate Responsibilities**

- Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital.
- Attend required meetings, supervision training and professional development
- Work within the philosophy, aims, vision, objectives, culture of Catherine House Inc.

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**Part B - Person Specification**

**Experience and Qualifications**

- Relevant Community Services Certificate plus a minimum of 2 years working in a similar role and environment.
- Mental Health First Aid Training

Experience in;

- Supporting clients manage their mental health issues and other high and complex needs
- Working with women from diverse backgrounds, cultures, religions and sexuality
• Client crisis management, de-escalation of incidents and management of client behavioural and support issues
• Client case note recording
• Kitchen duties

Desirable Experience
• Working with vulnerable women who have experiences of disadvantage as a result of childhood or adult experiences of neglect, violence, abuse or trauma

Knowledge
• Knowledge of mental health issues/diagnoses
• Understanding of the impact of childhood and adult trauma on client’s functioning, wellbeing and motivation
• The causes and effects of substance use and dependency behaviour
• Recovery and rehabilitation frameworks
• Food Safety Legislation
• Knowledge of and ability to respect the principles of privacy and confidentiality
• Sound computer knowledge and skills

Personal skills and attributes
• Ability to work independently, effectively and collaboratively and as a member of a team.
• Good self-awareness and insight.
• High standards of house cleaning
• High standards of performance for self, works with professional and personal integrity at all times.
• Good organisational and assessment skills to determine and manage competing timeframes and priorities.
• Well-developed interpersonal skills including oral and written communication skills.
• Makes rational and sound decisions based on a consideration of the facts and alternatives that leads to optimal outcomes for clients.
• Remains calm and controlled under pressure.
• Work with clients in a way that is non-discriminatory, non-judgemental, culturally appropriate, responsive and respectful of their needs.
• Work with clients to develop their active decision making to enhance their choice and control over their lives and that enhances their self-determination and empowerment.
• The ability to see the potential and value in every woman to grow and flourish and achieve.
• Builds trust through consistent actions, values and communication, including managing and delivering on expectations, building rapport with clients and having an enthusiasm and a social conscience for their work and the organisation.

Additional requirement
• Unrestricted Driver’s License
• DCSI Disability Services Employment Screening is required

Desirable requirement
• Basic First Aid Certificate or a preparedness to obtain one if the organisation requires it.
• Work across programs to cover staff leave or program need.
ACKNOWLEDGEMENT AND APPROVAL

Last updated: February 2018

Approved by ............................................................. Date .............................................................

Employee Name .............................................................

Signature ............................................................. Date .............................................................
Part C – Role of the Catherine House Worker

In the Management of Work Health & Safety

The worker is responsible for:

1. Commitment.
   - Support the development and maintenance of a best practice WHS culture within their workplace.
   - Adhere to safe work practices.
   - Encourage colleagues and others on the worksite to adhere to safe work practices.

2. Legal and Policy Requirements.
   - Comply with all relevant policies and procedures.
   - Improve systems of work and safe work practices.

   - Participate in relevant WHS training programs.
   - Include WHS goals and responsibilities when reviewing their Job and Person Specifications in consultation with their Manager.
   - Include WHS goals and responsibilities and training in supervision meetings.

   - Report hazards and unsafe workplace practices associated with the workplace to their Manager.
   - Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards.

5. Incident Reporting and Investigation.
   - Report work related injuries and incidents in accord with CSH&WSA and agency procedures.
   - Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with the CSH&WSA and agency procedures.

6. Consultation.
   - Raise WHS issues with their work colleagues, Manager, WHS committee, WHS worksite representative and assist with their resolution.
   - Regularly discuss WHS issues with other staff at staff meetings.
   - Regularly consult with colleagues on WHS issues, and actively participate in WHS committees if required.

7. Monitoring.
   - Monitor and evaluate their WHS performance.
   - Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
   - Participate in workplace WHS inspections/audits, and assisting in the maintenance of WHS facilities, resources, equipment and information.
   - Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Worker’s Name: ____________________________ Signature: _____________________ Date: ____________