

Job and Person Specification

Position:	Community Service Worker
Shift details:	2 evening shifts per week - shifts alternate over a fortnight: Wednesday, Thursday - then Friday, Saturday. 4.45pm - 10pm active, 10pm – 7.30am passive, active 7.30 - 8.15am, W/ends & Public Holidays 7.30 - 8.45am
Program:	Permanent Supported Accommodation Program (PSAP)
Award:	Social, Community, Home Care and Disability Services Award Social Community Services Employee Level 2 Pay Point 1 - 4 (depending upon qualifications and experience) 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 subject to a six month probationary period
Status:	Part-time Minimum 2 shifts per week plus extra shifts by negotiation to cover leave
Length of Position:	Contract to 30 June 2020
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 offers emergency, transitional and permanent supported accommodation, and accommodates up to 54 women per night as well as supporting many others via outreach services. Catherine House also provides non-accredited services under the NDIS, delivering a range of supports to clients living in our accommodation programs or in the community.

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.

Position Objectives

The **Community Service Worker** works primarily in the evening as an isolated worker to finish the meal preparation and serve to the residents. They also provide supper and any low level support needed to ensure a safe and harmonious house overnight.

They will be accountable for:

- Working collaboratively with team members to deliver a high quality service, which is consistent with program goals and provides a safe and positive environment for clients
- Housekeeping and cleaning duties
- Meal provision, food preparation and serving
- Client support within program guidelines

Part A - Key Responsibilities

KEY AREA	KEY TASKS
Client Support	<ul style="list-style-type: none"> • 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 within program guidelines. • Support clients manage the day to day issues that arise in a communal setting within the limits of their role e.g. coping 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 and communicate client issues to other program staff as appropriate for the effective management and safety of the house. • Participate in electronic Client Record Management (CRM) training and use the data recording system to record client information in the client file, as per program guidelines. • Ensure the accurate recording and reporting all NDIS support services provided, as per program guidelines.
Administrative Support	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
Public Officer Responsibilities	<ul style="list-style-type: none"> • As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.
Corporate Responsibilities	<ul style="list-style-type: none"> • Ensure clients are respected and treated in a non-judgemental way. • Participate in the organisation's process of continuous quality improvement. • Maintain and respect resident privacy and confidentiality within the role Community Service Worker and as a team member of Catherine House Inc. and other legal mandates. • Attend required meetings, supervision training and professional development • Work within the philosophy, aims, vision, objectives, culture of Catherine House Inc.

Part B - Person Specification

Experience and Qualifications

Essential

- Relevant tertiary qualification plus experience working in a similar role and environment or strong experience in a similar role and environment, with a similar client group
- Mental Health First Aid Training or willing to attend course within two months of commencement of employment
- Food Safety Certificate

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
- Meal preparation and 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
- Current DHS Disability Services Employment Screening is required
- Current (within 3 years) Child Safe Environments training 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: September 2019

Approved by  Date 2.9.19.

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.

3. Performance and Training.

- 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

4. Risk Management and Hazard Control.

- 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, Supervisor, 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: _____