

Job and Person Specification

Position:	Community Service Worker
Shift Details:	Shifts include a mix of day, evening, passive overnight, and weekend. In negotiation with the worker, the start and end time of shifts may be altered due to leave and program need.
Program:	Primary Program: National Housing and Homelessness Agreement (NHHA) Primary Location: Emergency Program (EP) Other Program: Mental Health Programs (MHPs)
Award:	Social, Community, Home Care and Disability Services Award Crisis Accommodation Employee Level 1 PayPoint 1-4 (depending on qualifications and experience) Loadings for weekend and evening work plus a sleepover allowance. Salary packaging available.
Reports to:	Manager National Housing and Homelessness Agreement (NHHA) Services
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
Length of Position:	Contract to 30 June 2021
Location:	Inner City Adelaide

Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation and accommodates up to 59 women per night, as well as supporting many others via outreach services or through women using our onsite Women's Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, 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

Community Service Workers (CSWs) are engaged across day, evening and weekend shifts. They may work isolated worker shifts or part thereof, with a co-worker or within a team. CSWs may also perform the overnight passive sleepover shift as part of their shift worked.

Some CSW shifts may be more client focused while others may require a greater focus on housekeeping/cleaning and or meal preparation support. The focus will depend on the program/client needs at the time.

Emergency Program: There are 16 residents in the Emergency Program at any one time; there will be clients having just come in and residents who have been in the program for weeks and, at times, 2-3 months. Having keen oversight of all residents in the house is a key responsibility for the CSW, to ensure a safe, harmonious environment is maintained for the wellbeing of all. After-hours support is also provided to Catherine House Transitional Program clients living in three adjoining cottages.

Mental Health Programs: CSWs will also be involved in accompanying clients on social outings that are planned and coordinated to meet goals outlined in client NDIS or support plans.

The **Community Service Worker** 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
- A diverse range of program admin support under the direction of the case worker
- Supporting case workers in client related administration activities
- Housekeeping and cleaning duties
- Meal provision, food preparation and service

Part A - Key Responsibilities

KEY AREA	KEY TASKS
Client Support	<ul style="list-style-type: none"> • Assist clients with practical household tasks or chores; preparing dinner, keeping their personal environment clean and tidy, packing up their room/unit and other necessary tasks as required. • Under the guidance of the Case Worker assist clients in developing independent living skills, this may include using public transport, orientating to a new environment, support to attend a community event or other goals related to their support plan. • Assist Case Workers with other tasks; preparing initial intake documentation and associated tasks with preparing Housing Needs Assessments. • Support clients with symptom and crisis management within program guidelines and provide general support to assist manage day to day issues that arise for clients living in a communal setting and being part of a community. • Provide general support to assist/manage day to day issues that arise for clients living in a communal setting and being part of a community; e.g. and coping skills. • Monitor 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. • Provide medication to clients as per program guidelines. • Work in partnership with other staff on shift to perform allocated tasks and duties related to the role. • When on passive overnight shift, attend to clients and issues as per guidelines. • Assist clients in developing independent living and other capacity building skills as

	<p>identified in their Catherine House or NDIS Plan; this may involve providing onsite or offsite support.</p> <ul style="list-style-type: none"> • Where appropriate and as guided, support and encourage clients to access mainstream community services and the activities available at the Catherine House Women’s Centre. • Support staff on duty to manage incidents or escalating issues within the house or with a client/s. • 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. • Respond appropriately to residents that may require assistance in the evening • Take overnight referrals as per procedure • Use the on-call system for support as guided • 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. • Other tasks or duties, as directed <p>MHPs:</p> <ul style="list-style-type: none"> • In discussion with the team, Case Workers or Clinical Lead Mental Health Programs, lead a group activity, relevant to your role that is related to capacity building goals of clients, e.g. independent living skills, cooking, cleaning, communication and social interaction skills or support to engage in a recreational activity. Activities will be mostly carried out on site at PSAP or RP, or could be held in the Women’s Centre or in the community. • 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, preparing client scripts for the chemist, or other related tasks as delegated by the NHHA Services Manager or Clinical Lead Mental Health Programs. • Answer phone calls and direct/triage as necessary • Triage client requests for support • Assist clients with mail and rent refunds enquiries • Work with admin office and housekeeping staff to respond to issues which arise. • Greet attending stakeholders and visiting agencies professionally and refer their enquiry appropriately. • Manage maintenance requests as per procedure • Welcome new clients, and ensure they are reassured that this is a safe, supportive new step in their lives. • Other tasks or duties as directed.
Food Handling and Preparation	<ul style="list-style-type: none"> • As needed to cover Housekeeper leave, prepare or finish the preparation of client meals and serve to clients- clean kitchen and dining areas afterwards • Assist clients to prepare the evening meal as per program guidelines • Any other specific meal preparation as required • Ensure breakfast items are restocked and ready to be put out in the morning • Ensure kitchen areas, floors and benches are left clean and tidy

Housekeeping/ Cleaning Support	<ul style="list-style-type: none"> • Attend to basic housekeeping/cleaning tasks, as required by the program, such as household washing/folding, and other housekeeping or cleaning duties as required by the Manager or delegates i.e. Housekeeper or Case Workers, or the Clinical Lead Mental Health Programs • Where necessary or directed, participate in carrying out the packing up and cleaning of a resident bedroom and other necessary tasks required. Attend to any urgent cleaning requirements that may come up during the shift. • Supervise client use of equipment.
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, NDIS Code of Conduct, organisational policies and 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 any 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 post-secondary qualification plus extensive experience working in a similar role and environment with similar clients
- Mental Health First Aid Training or willingness to attend course within two months of commencement of employment
- Child Safe Environments Training or willingness to attend course within two months of commencement of employment
- Food Safety Certificate or willingness to attain within two months of commencement of employment
- Experience supporting vulnerable clients who have had experience of disadvantage, manage their mental health issues and other complex needs
- Experience 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 including electronic data systems
- Meal preparation and kitchen duties

Knowledge

- A sound knowledge of mental health issues/diagnoses
- Trauma –informed and person centred care
- Understanding of the impact of childhood and adult trauma on client’s functioning, wellbeing and motivation
- Understanding of the issues that may bring a woman to a period of homelessness
- The causes and effects of substance use and dependency behaviour
- Recovery and rehabilitation frameworks
- The NDIS and its implementation in SA
- Case management
- Knowledge of and ability to respect the principles of privacy and confidentiality
- Food Safety Legislation
- Understanding of cultural diversity
- Sound computer knowledge and skills

Personal skills and attributes

- Ability to work independently, effectively and collaboratively and as a member of a team, both with staff and volunteers.
- High level of self-awareness and insight and relates well to a wide range of people.
- 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, including the ability to prioritise, be flexible and accomplish set tasks.
- 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.
- Ability to work in an environment that is challenging at times.
- 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.
- 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.
- Recognises and respects the confidential working environment and works within agency and professional boundaries.
- Sound computer skills, including ability to access and respond to emails and produce Word documents

Desirable requirements

- First Aid Certificate or preparedness to get one if the organisation requires it.
- Work across programs to cover staff leave or program need.

Additional requirements

- Unrestricted Driver's License
- Current DHS Disability Services Employment Screening is required
- Current (within 3 years) Child Safe Environments training is required

ACKNOWLEDGEMENT AND APPROVAL

Last updated: December 2020

Approved by ... *AM Mathews* Date4 December 2020.....

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, 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: _____