

Ruah Community Services Position Description

Position Title	Community Worker
Position Code	various
Division	Operations
Office Base	various
Classification Level	Level 4 of the Social, Community, Home Care and Disability Services Award 2010
Reporting To	Coordinator
Supervision of	Nil

Guided by our Vision, Mission and Values and guiding principles

Vision – Flourishing communities through active participation and wellbeing of people with complex needs **Mission** – Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality support services.

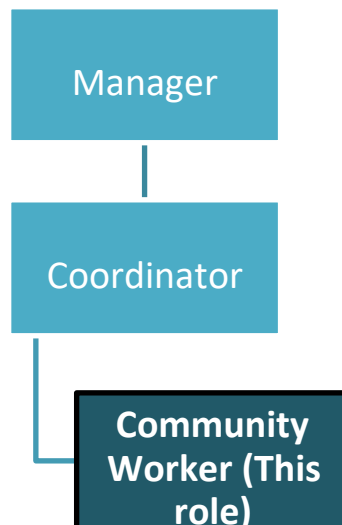
Values – Respect, Grassroots, Partnerships, Integrity, Creativity

Guiding Principles – Collaboration, Inclusive Spirituality, Environment Sustainability, Aboriginal Recognition & Reconciliation, Welcoming Diversity, Client Focused, Enhancing Civil Society

Position Intention

Responsible for providing assessments, interventions (including crisis interventions) and recovery support interventions to clients in order to assist them in improving their mental health, general health and social wellbeing, accessing and maintaining housing, improving their quality of life, maximising self management, independence and participation in the community.

Organisation Structure



First issue date : 23.11.16
Last review date: 30.05.17
Next review date: 23.11.19
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Key Duties and Responsibilities

Mission and Values	<ul style="list-style-type: none"> • • Demonstrate ethical behaviour and decision making • Relate to all employees, volunteers, clients and contractors with courtesy and respect Take responsibility for own actions/behaviours • Maintain confidentiality of all information in accordance with the organisation’s policies • Operate within Ruah Community Services policies and procedures
Service Area	<ul style="list-style-type: none"> • To work across Ruah within a “no wrong door” approach within the areas of housing, homelessness, family, domestic violence, justice and mental health • Employ sound clinical practice in working within a holistic framework • Build and maintain professional relationships with individuals and families/carers, for the purpose of the work. • Undertake ongoing assessment of individuals needs and circumstances • Implement psychosocial strategies and interventions within a developmental framework. • Employ sound clinical practice in working with medical support needs. • Provide education and family inclusive support to individuals and their families/careers. • Advocate on behalf of individuals and liaise regularly with other service providers. • Identify and assess safety and wellbeing issues and implement appropriate safeguards. • Practice self-care strategies and apply safety procedures in all work practices. • May be required to work with individuals across any of the service area programs as requested.
Stakeholder Engagement	<ul style="list-style-type: none"> • Promote effective working relationships with other agencies and key stakeholders. • Contribute to the positive public profile of the organisation.
Communication	<ul style="list-style-type: none"> • Promote, participate in and contribute to a supportive team environment. • Build relationships based on trust and respect for every person. • Work as an effective and valued member of the Ruah team. • Work in a culturally secure and appropriate way
Financial Management and Reporting	<ul style="list-style-type: none"> • Ensure timesheets, travel claims, worker rostering, worker expenses and other administration data are processed in accordance with organisational policy and procedures. • Working towards the required standards as stated in the relevant services contract
Quality and Risk Management	<ul style="list-style-type: none"> • • Adhere to the OSH policies and procedures • Report risks • Follow workplace procedures for hazard identification and risk control • Ensure Occupational Safety and Health guidelines are followed in the workplace

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Selection Criteria

Essential

- Willingness and ability to work within and contribute to the vision, mission, core values and the guiding principles of the organisation
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.
- Well-developed organisational skills including time management and setting priorities
- Relevant Tertiary Degree in a related discipline and/or relevant work experience (0-3 years) which demonstrates strengths in the criteria listed below. (Psychology, Social Work or Community Services will be highly regarded).
- Demonstrated ability to work within a recovery and personal support model to achieve positive client outcomes.
- Demonstrated ability to build relationships, liaise and advocate effectively with a range of community stakeholders in the delivery of a service.
- Ability to engage and maintain professional relationships with clients with multiple needs and issues.
- Well-developed computer skills in the Microsoft office suite program and Client Care system.
- Excellent administration and case note skills
- Demonstrated understanding of complex issues facing people who experience chaotic life circumstances such as homelessness, AOD use, family/domestic violence and mental health issues.
- Prior experience working within the public housing sector will be highly regarded
- An understanding of the Residential Tenancies Act 1987.

Compliance Documents

- Current drivers licence
- Working with Children Check if required
- National Police Certificate
- Senior First Aid Certificate if required.

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Authorisation

This document is an accurate statement of the duties and responsibilities of this position.

Manager Name	Sam Knight	Employee Name	
Manager Position	Executive Operations Manager,	Employee Signature	
Date	3 rd January 2019	Date	

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