

Position Title	Support Worker
Position Code	various
Division	Operations
Base Office	various
Classification Level	Level 2 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 three 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.

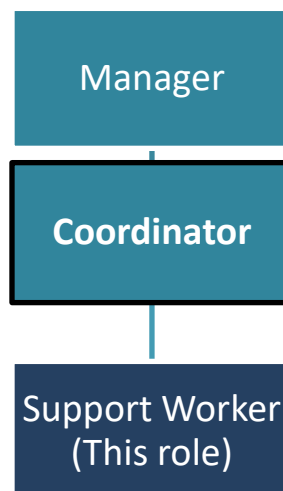
**Values** – Respect, Grassroots, Partnerships, Integrity, Creativity

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

**Position Intention**

Responsible for providing support 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**



**Key Duties and Responsibilities**

<p><b>Mission and Values</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate ethical behaviour and decision making</li> <li>• Relate to all employees, volunteers, clients and contractors with courtesy and respect</li> <li>• Take responsibility for own actions/behaviours</li> <li>• Maintain confidentiality of all information in accordance with the organisation’s policies</li> <li>• Operate within Ruah Community Services policies and procedures</li> </ul>
<p><b>Client Services</b></p>	<ul style="list-style-type: none"> <li>• Follow Ruah Mental Health procedures and work instructions</li> <li>• To work one on one with individuals across Ruah within a “no wrong door” approach within the areas of housing, homelessness, family, domestic violence, justice and mental health</li> <li>• Implement care plans and provide practical client support for individuals</li> <li>• Maintain a caseload and act as key worker for one or more clients</li> <li>• Maintain client files and records</li> <li>• Assist the Coordinator with monitoring the effective delivery of services to each individual</li> <li>• Report to the coordinator any concerns or questions that individuals have in relation to the service they are receiving</li> <li>• Communicate with the Coordinator with an update of the service provided and any issues that the coordinator will need to follow up</li> <li>• Prepare and actively participate in their own supervision</li> <li>• Provide timesheets, travel log book, worker expenses and other administration data according to organisational policy and procedures</li> <li>• Working towards the required standards as stated in the relevant services contract</li> </ul>
<p><b>Stakeholder Engagement</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the positive public profile of the organisation.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Promote, participate in and contribute to a supportive team environment.</li> <li>• Build relationships based on trust and respect for every person.</li> <li>• Work as an effective and valued member of the Ruah team.</li> <li>• Work in a culturally secure and appropriate way</li> <li>• Build and maintain professional relationship with individuals and their family members for the purpose of the work</li> </ul>
<p><b>Quality and Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Adhere to the OSH policies and procedures</li> <li>• Report risks</li> <li>• Follow workplace procedures for hazard identification and risk control</li> </ul>

**Selection Criteria**

**Essential**

- Willingness and ability to work within and contribute to the vision, mission, core values and the three guiding principles of the organisation
- Completion of or progress towards a relevant qualification (certificate III), and/or relevant work experience
- Ability to engage with individuals within different levels of needs and build and maintain a professional relationship
- Ability to work independently and contribute to the functioning of the team.
- Ability to model positive behaviours, emotional maturity, coping skills and resilience.
- Good interpersonal and effective communication skills
- Understanding of basic computer skills including Microsoft office and client reporting system
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.

**Required Compliance Documents**

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

*The following staff are required to have a valid senior first aid certificate:*

- *Staff working on site facilities (currently Compass House, Ruah Centre, Harmony Place and Kambarang Place).*
- *All Recreation Workers*
- *All Early Episode Psychosis (EEP) workers*
- *All Peer Workers*
- *All ICLS Workers*

**Authorisation**

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

Manager Name	Holly Wells	Employee Name	
Manager Position	Manager Family Services	Employee Signature	
Date	09/04/2019	Date	