

Ruah Community Services

Position Description

Position Title	Senior Community Worker
Code	various
Division	Operations
Office Base	various
Classification Level	Level 6 of the Social, Community, Home Care and Disability Services Award 2010
Reporting To	Coordinator
Supervision of	Students, Volunteers, other team members

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.

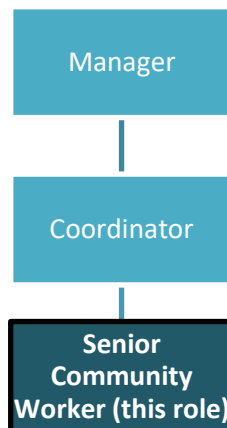
Values – Respect, Grassroots, Partnerships, Integrity, Creativity

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

Position Intention

Responsible for providing individualised, psychosocial and recovery support interventions to clients, to assist them in improving their health and social wellbeing, housing, quality of life, maximise self-management, independence and participation in the community.

Organisation Structure



First issue date : 02.07.16
Last review date: 1.02.19
Next review date: 02.02.21
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Mission and Values	<ul style="list-style-type: none"> • Demonstrate ethical behaviour and decision making • Relate to all staff ,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
Specialist Area	<ul style="list-style-type: none"> ▪ Specialist role in additional area (eg. family violence specialist in MH&W, mental health specialist in H&H, hoarding specialist, AOD specialist) ▪ Able to exercise critical judgement and specialist skills in area where there are <u>not</u> clearly defined procedures ▪ Capacity to manage a higher level of risk by undertaking nuanced and situation specific risk assessments ▪ Sets own priorities and outcomes within area of specialist work, which may include additional data collection ▪ May include responsibility for pro-active engagement to work with highly dis-engaged client groups ▪ Provides mentoring to other workers in area of specialism ▪ May have responsibility for monitoring and managing brokerage funding for specific project ▪ Provide training in specialist area of knowledge ▪ Ability to participate and contribution to multi disciplinary team case review of clients
Service Delivery	<ul style="list-style-type: none"> • To work across Ruah within a “no wrong door” approach within the areas of housing and homelessness, family, domestic violence and mental health. • Develops and builds a strength based relationship with the client and their supports • Employ sound clinical practice in working within a holistic framework • Works in partnership with the client and their natural supports in order to develop an individual personal and recovery plan • Works within an appropriate model and ensures that support intervention is matched to client’s plan • Advocates with and on behalf of the client in order to meet wider social, health and well-being needs • Complete advanced client reports as required • Provide a range of support interventions within a developmental framework that enables clients to address their needs and improve their quality of life. • Use regular networking and community activities to promote the service, to enable effective referrals to the service, and to stay informed of client referral options • Maintain client files and records • Assist the supervisor with the completion of data collection, auditing and analysis of clients’ files • Facilitate groups • Provide education and family inclusive support to individuals and their families/careers. • Advocate on behalf of individuals and liaise regularly with other service providers. • Engage in regular professional development
People Coordination	<ul style="list-style-type: none"> • Assist in the provision of professional supervision to other staff as identified by the Manager. • Provide professional guidance and capacity building to other team members in relation to client outcomes. • Supervise students on placement when appropriate. • Assist with the preparation of relevant service reports. • Can manage a smaller team or assists with line management in a much larger and complex team • Developing higher level management and mentoring skills to support staff • Acts up in Coordinator’s absence as required

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	<ul style="list-style-type: none"> • Supervision of lower level workers • Participate in the on-call roster •
Stakeholder Engagement	<ul style="list-style-type: none"> • Promote effective working relationships with other agencies and key stakeholders • Represent the organisation and service programs in the broader community sector • Identify opportunities for working partnerships. • 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"> • Assist in reviewing program and teams plans regularly • 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 • Contributes to draft reports to funders •
Quality and Risk Management	<ul style="list-style-type: none"> • Participate in the implementation of OSH policies and procedures • Manage and report risks including clinical risks • Follow workplace procedures for hazard identification and risk control • Ensure Occupational Safety and Health guidelines are followed in the workplace • Collect quality data and statistics required for funding bodies • Participate in quality assurance activities and evaluation of Ruah Community Services

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
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.
- Relevant Tertiary Degree in a related discipline and/or relevant work experience (3- 5years) which demonstrates strengths in the criteria listed below.
- Advanced personal goal planning skills to work within an appropriate model to achieve client goals and improvement in quality of life outcomes.
- Advanced skills in reflective practice and highly developed report writing using analytical reasoning
- Sound knowledge and experience in coaching/mentoring of staff
- Advanced computer skills, proficient in Microsoft Office and client reporting system
- Ability to engage and maintain professional relationships with clients and their wider natural supports with multiple needs and issues.
- Demonstrated advanced understanding of complex issues facing people who experience chaotic life circumstances such as homelessness, AOD use, family/domestic violence and mental health issues.

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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		Employee Name	
Manager Position		Employee Signature	
Date		Date	

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