

Ruah Community Services

Position Description

Position Title	Community Worker
Position Code	various
Division	Operations
Office Base	Various
Classification Level	Level 4 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.

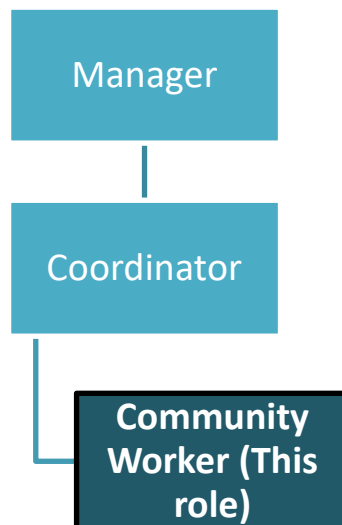
Values – Respect, Grassroots, Partnerships, Integrity, Creativity

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 and mental health • Employ sound trauma informed practice in working within a holistic framework • Leading case planning with clients and where required case coordination meetings with other service providers • delivery of crisis/short term interventions with capacity to achieve outcomes for clients based on a proactive response to their needs • Undertakes assessment and triaging of clients prioritising work and making appropriate onward referrals for those whose needs we are unable to meet • Problem solving within individual cases and scope for using initiative, only seeking assistance for more complex issues or areas of need outside scope of program or established processes • Undertake and review risk assessments • May assist support students and/or volunteers • Build and maintain professional relationships with individuals and families/carers, • Implement psychosocial strategies and interventions within an appropriate framework.?? • Provide family inclusive support to individuals and their families/carers as required. • 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.
- 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.
- Demonstrated understanding of complex issues facing people who experience chaotic life circumstances such as homelessness, AOD use, family/domestic violence and mental health issues.
- Experience in group facilitation and delivering education and training programs
- Demonstrated skills in assessments and counselling.

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

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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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