

SUPPORT WORKER POSITION DESCRIPTION

HOMELESS SUPPORT SERVICES

WEST

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Homeless Support Worker
Program	Homeless Support Services
Classification	SCHADS Award Level 3 (Welfare Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38
Duration	Ongoing
Fixed term end date	N/A
Location	St Peter's, 15 Gisborne Street East Melbourne and St Mark's, 250 George Street Fitzroy
Reporting Relationship	This position reports directly to Team Leader Homeless Support Services
Effective date	February 2020

Overview of program

Anglicare Victoria aims to meet local community needs in partnership with the Diocese of Melbourne. It will provide a model of service delivery which will encourage parish group and community projects that are responsive to the needs of the community.

Homeless Services are based on a co-operative partnership between St Peter's Eastern Hill, St Mark's Fitzroy and Anglicare Victoria. Anglicare Victoria provides services in space provided by the Parishes. Anglicare Victoria currently provides via these locations program services to those who find themselves in situations of primary, secondary, and tertiary homelessness. Services include: breakfast program, primary care partnerships and collaborative practice, emergency relief, complex needs case co-ordination, recreational programs. Community support including, advocacy and referral is also provided.

Position Objectives

1.	Contribute to the operation of a homeless service (breakfast and/or advice and referral centre) in a supportive and non-judgmental manner.
2.	Work toward achieving best results for homeless people.
3.	Ensure that participants in the program are treated at all times with dignity and respect.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Provide access to services in a supportive and safe environment.
2.	Engage with people using the service to understand and address their short and longer term needs.
3.	Assist people to achieve positive change in their lives.
4.	Encourage the development of inclusive communities by facilitating linkages between our clients and the wider community.
5.	Strengthen client capacities and abilities to access resources, via participation in local service planning and more active participation in their community.
6.	Advocate for people who experience discrimination or disadvantage at a systemic or individual level.
7.	Provide education and support to volunteers who assist with the provision of breakfast and referral services.
8.	Maintaining relevant data related to the services and activities provided.
9.	Liaise and work in cooperation with other agencies and those assisting the homeless.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Direct service delivery skill in the homeless sector with demonstrated knowledge of the needs and the services offered, to people affected by homelessness.
	2. Ability to develop and adapt services, in response to assessed needs.
	3. Sound verbal and written skills.
	4. Proven negotiation and decision making ability.
	5. Ability to take initiative, carry responsibility and work autonomously.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____