

Position Description

Title	After-hours Consumer Support Supervisor
Business Unit	Reid's Guest House, Tenancy, Housing and Crisis Support
Location	128 Lydiard Street, North Ballarat
Employment type	Casual
Reports to	Manager, Reid's Guest House

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This position will provide a professional and responsive service to internal/external stakeholders and existing consumers ensuring a safe and supportive environment

2. Scope

Budget:

Nil

People:

Nil

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3. Relationships

Internal

- Consumers
- Manager, Reid's Guest House
- Client Liaison officer and Wellbeing Officer
- Uniting support services

External

- External welfare agencies and other referral services
 - Support services providers
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4. Key responsibility areas

Service delivery

- Assist consumers with day-to-day enquiries in a professional and courteous manner
- Provide informal support to consumers as required by directing them to appropriate services and encouraging them to engage with program day staff for support
- Provide appropriate responses to unexpected issues or incidents that arise, document responses/actions in diary and complete incident report where applicable
- Facilitate group activities as required
- Ensure the comfort and safety of the accommodation by supporting consumers to abide by the conditions of the program and addressing behaviour in line with policies and procedures when it fails to meet expectations
- Provide an on-site presence during business hours and afterhours as needed and provide a response and assistance when required
- Assist in cleaning of the guest house
- Provide appropriate responses to maintenance issues in the guest house by completing minor tasks where appropriate or logging tasks requiring skilled trade or qualifications for follow up
- Issue relevant written warnings and cancellation notices in a timely and respectful manner'
- Provide appropriate responses to unexpected issues or incidents that arise and respond accordingly ensuring issues and incidents are recorded and, if required, incident reports are completed
- Coordinate with emergency services and manage building and client safety as per procedure and policy in the event of activation of the fire alarm or other emergency

Administration

- Processing and documenting of belongings left behind from time to time as required
- Administrative support from time to time as directed by the guest house manager

Quality and risk

- Ensure policies, procedures and work instructions are followed to ensure safety of consumers and staff and the correct fulfilment of role responsibilities and shift duties

People and teams

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- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Appropriate records of instances of informal support provided
- Documented responses to client behaviour in line with policy and procedures
- Afterhours contact reports completed and completed diary notes
- Warnings and cancellations notices issues as per policy and procedures
- Appropriate response to minor maintenance issues
- Completed linen exchange
- Incident reports completed
- Emergency Evacuation Drill Evaluation Form completed in response to fire alarm activation
- Maintenance requests logged in a timely manner
- Rooms prepared as required
- Cleaning completed as per duties list
- Belongings left reports completed
- Completed diary notes
- Documented response to unexpected issues or incidents

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6. Person specification

Qualifications

- Current First Aid and CPR training
- Certificate or Diploma in community services, social work or related discipline desirable but not essential
- Fire Warden Certificate (or willingness to obtain)

Experience

- Previous experience in the community service/welfare sector
- Previous experience in a similar sleepover role is desirable
- Experience in residential care/housing unit is desirable

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Confidence to remain calm and composed when dealing with difficult situations and/or agitated consumers
- Possession of a high level of consumer service skill and an ability to communicate with people from a wide range of backgrounds, often presenting with multiple challenging behaviours
- Good understanding of the Microsoft Office software package
- Ability to work autonomously and complete set tasks in a timely manner
- Ability to set aside personal beliefs in order to deal with consumers in a respectful and caring manner
- Understanding of OHS requirements as an employee
- Ability to understand and follow policy and procedures

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: