

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Support Worker
Position Structure	38 hours per week, full time
Classification	Award Social, Community Home Care and Disability Services Award 2010 (MAOOO100) Level 3 Pay point 3
Agency	Maybanke Accommodation and Crisis Accommodation Support Service
Effective Date	1 January 2020

Position Purpose:

Support Workers work with the Manager of the service to ensure the most appropriate and effective services are provided to women and children who are homeless because of domestic violence.

Organization Information:

Maybanke Association Inc is a community organization that was incorporated in January 1990. The Association operates the MACSS and receives Commonwealth and State funding to provide crisis accommodation and Emergency Relief funding. MACSS provides crisis accommodation for women and children experiencing domestic violence. This accommodation is currently provided through 7 on-site and 2 off-site accommodation units. The organization works within a feminist/social justice framework for the purpose of empowering women to make informed decisions about their own lives.

Supervision Reporting Relationships:

This position's reporting arrangements	The Support Worker reports to the Manager.
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SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas	
1. CLIENT FOCUSED SERVICE DELIVERY	<ul style="list-style-type: none"> Operate within a feminist/social justice framework concerning domestic violence Develop client focused goals for each woman and individual children Understand a strengths based approach to practice Ensure all verbal and written communication is congruent with a strengths-based approach Respond immediately and appropriately to any situation where a client or anyone's safety is threatened.
2. CASE MANAGEMENT	<ul style="list-style-type: none"> Be familiar with the 'Strength to Strength' Case Management Manual Ensure women and children have basic needs (food, money, medical etc) met in the first twenty four hours in refuge Ensure all women and age appropriate children understand the safety procedures within the first hour of refuge occupancy. Ensure all security procedures are followed during intake process and throughout the intervention process Inform women and children about the household guidelines within twenty four hours of entering refuge. Ensure all referral, intake, and accommodation documentation is completed within the first week of residency Ensure client file documents are completed and client copies given to women and, as appropriate, children. Ensure goals are developed for each woman and each child within a fortnight of them accessing the service. Assist children to carry out their support planning. Ensure the support plan is regularly reviewed, documented, and updated. Deliver the appropriate suite of interventions as discussed with

		<p>the Manager.</p> <ul style="list-style-type: none"> • Provide a variety of age appropriate activities to meet the physical, emotional, educational and social needs of the children. • Make referrals to school holiday programs for children. • Liaise with schools and pre-schools and provide information, resources and support to parents about their child's needs and advocate on the child's behalf where appropriate. • Evaluate each case at Case Discussion Meetings on a weekly basis • Encourage all women and their children to complete a client feedback questionnaire • Ensure the strategic goals of the organisation are reflected in the plan development processes for clients • Ensure clients are provided with access to relevant information and referral services • Ensure statistical data is obtained and recorded as per the organizational standard • The support workers are responsible for the monthly Periodic Performance Review (PPR) completion and will collate all data as required on a quarterly basis.
3.	COMMUNICATION	<ul style="list-style-type: none"> • Use respectful and inclusive language when communicating verbally or in written form • Ensure all communication complies with organisational values, policy and procedure. • Involve relevant people in the discussion and decision making processes • Be aware of, and develop networks and establish positive relationships with other agencies to facilitate client access to required services • Work collaboratively, openly, and respectfully with services that are jointly involved with a client/family
4.	TEAM MEMBER	<ul style="list-style-type: none"> • Liaise with the Manager and other team members • Participate in the development of program policy and practice guidelines • Attend team meetings • Contribute to discussion and decision making processes • Contribute to case planning meetings • Maintain and enhance professional and personal skills through training, supervision, team support and reflective practice • Develop and maintain positive working relationships with other service providers, government departments and the community • Consistently adopt strategies and follow procedures developed by the team • Relay relevant information to colleagues regarding support provision of clients • Work within team goals consistently with the strategic goals of the organization
5.	COMPLIANCE	<ul style="list-style-type: none"> • Ensure individual work practices reflect organisational policy and procedures and the values of the organisation • Be aware of and implement policies and procedures of the organisation. • Actively promote a positive image of the organisation at all times • Ensure work practices are compliant with legislative standards and <i>Practice Standards for Working with Women Affected by Domestic Violence and Standards for Community Services</i>. • Accurately document and record information in keeping with confidentiality and privacy provisions. • Accurately record, monitor and adhere to Manager's guidance in the use of petty cash.
6.	PROPERTY MAINTENANCE	<ul style="list-style-type: none"> • Collect rents and bonds from residents • Accurately record and monitor rent payments and client keys • Undertake housekeeping duties

		<ul style="list-style-type: none"> • Actively clean accommodation after each client vacates • Ensure the refuge, other properties and all equipment is safe for children and child-friendly. • Report any maintenance issues and where directed contact trades people to obtain quotes • Purchase items required by the refuge, as directed • Arrange collection, storage, etc., of furniture and donations • Encourage donations as required given removal and storage restrictions.
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I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organizational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent	<hr/>	Date:	<hr/>
Signature	<hr/>		

