

# Job Description

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| <b>Position Title.....</b>               | Support Worker (Accommodation Program)        |
| <b>Physical Location.....</b>            | Mount Gambier, South Australia                |
| <b>Geographical Responsibilities....</b> | South East Region                             |
| <b>Appointment Type.....</b>             | 0.7 fte ongoing subject to sufficient funding |
| <b>Classification Code.....</b>          | As per ACC ECA                                |
| <b>Date.....</b>                         | 21 July 2010                                  |

ac.care refers to Anglican Community Care Inc which is the legal entity of the organisation.

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## JOB SPECIFICATION

### Summary

Assist the promotion of the ac.care South East Accommodation Support Program by facilitating quality outcomes for clients residing in ac.care Supported Accommodation Housing and those accessing other accommodation services.

### Reporting/Work Relationships

- Reports to the South East Program Manager (Senior Social Worker)
- Take direction from Senior Supported Accommodation Staff.
- Collaborative working relationships with all ac.care staff.

### Special Conditions

- Undertake a Police Check.
- Some out-of-hours work may be required.
- May be required to travel intrastate.
- Participate in an annual developmental review process.
- Current driver's licence for a car is essential.
- If required, participation - "On Call Roster"
- Must hold certificate or be prepared to undertake Senior First Aid training.
- Comply with reporting requirements relating to "Child Safe Environment".

## Key Responsibilities

### 1 Contribute to the provision of a high quality Supported Accommodation Program for homeless youth, families, and single adults by:

- Facilitating clients' successful transition from homelessness to long term secure accommodation. This may include independent living and/or reunification with their families.
- Facilitating the appropriate placement of clients into supported accommodation options in accordance with direction, policy and procedural requirements.
- Liaising with clients, key stakeholders and service providers on innovations and improvements for supported accommodation options for clients.
- Using community development to establish support strategies and networks for clients.
- Working in co-operation and collaboration with the Property Officer at ac.care.
- Participating in professional supervision, training and development.
- Sharing team responsibilities in the absence of other team members to ensure effective service delivery including delivery of the "Emergency Accommodation Service".

### 2 Promote quality outcomes for clients in direct service delivery by:

- Promoting and encouraging positive relationships with families, friends and significant others.
- Treating clients with respect and courtesy.
- Maintaining strict client confidentiality during and outside working hours.
- Keeping accurate and appropriate case notes and preparing reports when required.
- Advocating with and on behalf of clients for their rights and empowerment.
- Maintaining an information database on service usage in line with funding requirements.
- Maintaining a supportive and safe environment for clients.
- Utilising a case management approach in supporting clients.
- Providing outreach support to clients when directed.
- Providing information and appropriate resources to clients.
- Facilitating access to educational, vocational, training and recreational activities.
- Assisting with the Implementation of programs that enhance clients' practical living and conflict resolution skills.
- Assisting in the development of individual case plans that address the client's specific needs.
- Providing opportunities for clients to experience success and to realise their full potential.
- Assisting homeless people to move towards independent living, more permanent housing or other appropriate alternatives.

**3 Contribute to the effective management and promotion of the agency by:**

- Working collaboratively with all ac.care staff as well as staff from other agencies and services.
- Participating in the ongoing quality assurance program of ac.care.

**4 Contribute to the maintenance of a safe and congenial working environment by:**

Taking reasonable care to:

- Protect one's own health and safety at work.
- Avoid adversely affecting the health or safety of any staff member through any act or omission at work.
- Report any observed risks and hazards.
- Obey any reasonable instruction that ac.care has given in relation to health or safety at work.
- Comply with all policies published by ac.care that apply to the workplace and service delivery. Including policies and procedure relating to sexual harassment and discrimination in the work place.

Taking responsibility to:

- Treat colleagues with respect, courtesy, fairness and good faith.
- Promote cooperation with colleagues to further common interests and concerns.
- Practice principles of good teamwork.

**5 Other duties as directed which are coincidental to the position.**

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## PERSON SPECIFICATION

### Essential Minimum Requirements

#### Educational/Vocational Qualifications

- Nil

#### Experience

- Case Management.
- Working with disadvantaged members of the community.

#### Personal Abilities/Aptitudes/Skills

- High level of interpersonal skills (listening, verbal and written).
- Ability to establish rapport and maintain a positive relationship with client group.
- Ability to manage time effectively, set priorities, plan and organise workload and achieve client specified outcomes.
- Demonstrated ability to work independently at times but seek support and direction in appropriate circumstances.
- Ability to function as a co-operative team member to achieve team objectives.
- Ability to liaise and negotiate with clients and service providers.
- Ability to work with, and be sensitive to, the needs of different genders and cultural groups.
- Conflict resolution skills.
- Ability to advocate with and on behalf of clients.
- Ability to problem-solve and seek appropriate solutions.
- Ability to handle situations with diplomacy, tact, empathy and strict confidentiality.
- Computer literacy (email, word processing, database)

#### Knowledge

- Knowledge of the key issues surrounding homelessness.
- Knowledge of issues affecting clients – e.g. sexuality, drug use, domestic violence, child protection.
- Influences and effects of the social environment on clients.
- Issues pertaining specifically to rural areas.
- A general understanding of equal opportunity and social justice principles.
- OHSW as it relates to employees.

## Desirable Characteristics

### Educational/Vocational Qualifications

- Relevant qualification in Social Care/Community Services or related field. (Certificate, Diploma or Degree)

### Experience

- Working in a supported accommodation setting, particularly with the homeless or those at risk.
- Practical counselling skills.

### Personal Abilities/Aptitude/Skills

- Dedicated to own personal development.

### Knowledge

- Community development.
- Social work theories and methodologies.
- Community services and resources available to assist clients in the South East region.

### **Special Notes**

#### **Review of Job and Person Specifications**

The Job and Person Specifications will be reviewed regularly as part of a performance management process to ensure performance, skills and abilities match the requirements of the position. This regular review will ensure that the Job Description is current and reflects accurately the duties carried out by the incumbent.

**ac.care is a child-safe organisation.**

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