

Job Description

Job Title:	Homelessness Client Support Worker	Job No:	
Job Type:	Full Time	Level:	4
Award:	Social Community, Home Care and Disability Services, Industry Award 2010		
Location:	Limestone Coast	Murraylands	Riverland
Date of Effect:	8/04/2019		

POSITION DESCRIPTION

- Environment:** At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 200 staff we provide a range of services for country South Australian communities; the Adelaide Hills, Limestone Coast, Murraylands and Riverland.
- We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE to ensure all country people experience the same seamless and consistent service across all touch points in a welcoming and non-judgemental environment.
- Purpose:** The Homelessness Client Support Worker (HCSW) will work collaboratively as a team member within the organisation to deliver a service to clients currently living in short term transitional housing and supported housing across eastern regional South Australia.
- The Client Support Worker is responsible for providing case management support to all clients including adults and children, by creating individual case plans to meet their needs. The HCSW will provide this support by offering outreach appointments, referrals, advocacy, and information sharing with key service providers within the local community.
- The role will promote the positive development of adults and young people ensuring their needs are met.
- Responsibilities:** To drive and implement the organisational strategic agenda to achieve outcomes. This includes:
- Strategy**
- Coordinate the planning of program activities, with Manager.
 - Identify and set program/service delivery performance outcomes.
 - Contribute to the provision of a high quality Homelessness services by applying client centred best practice standards at all times.
 - Contribute to the development and implementation of frameworks, policies, procedures, individual case plans and other resources to achieve outcomes
 - Manage risk in accordance with ac.care policies and procedures and legislative requirements.
- Leadership**
- Communicate effectively and contribute to the development of quality short term transitional or supported housing programs.
 - Provide a case work service which is client centred, respectful, tailored and appropriate to the client's circumstances and needs e.g. develop and implement individual case plans and strategies to meet their needs.
 - Responsible for managing time, setting priorities, planning, and organisation of own work.
 - Participate in case conferences, meeting, forums, and training and program reviews/assessments when required.

Culture

- Work effectively with the Manager and other members as part of 'one ac.care team'.
- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change, effective communication and continuous improvement at ac.care.
- Apply the highest level of ethical practice, including accountability and confidentiality.
- Communicate effectively and assist in the implementation of programs that enhance clients' practical living and conflict resolution skills.
- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes e.g. Housing SA and private rental companies.

Continual Improvement

- Deliver a wide range of activities associated with program/service delivery.
- Contribute the evaluation, monitoring and reporting of program activities to determine their effectiveness and contribute to identifying strategies to address any deficits.
- Develop, control and administer accurate and appropriate records management (case notes) and statistical data in accordance with program and funding body requirements.
- Monitor and identify gaps in short term transitional or supported housing placements.
- Maintain case files as required by ac.care, provide written reports and maintain confidentiality.
- Ensure compliance with all statutory, legal and ethical obligations and participate in compliance audits.
- Provide specialist advice and reporting on relevant issues to senior manager.
- Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback.

Capability Development

- Ensure the quality of service through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body.
- Facilitate access to education and training for clients.
- Promote and deliver the Tenancy Education Program to clients.
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring of other staff as required.
- Contribute to the development of self-reflective practices that build understanding of individual cases for the best possible outcome of each client.

Other

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the manager as part of the employer/employee relationship within the scope of the role.

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- Reports to:** • Reports to the Program Manager in the local region
- People Management:** • No direct reporting requirements, however provide coaching and mentoring to other staff as required.
- Budget Management:** • No direct responsibility.

NOTE:

- This position may require weekend work or outside ordinary work house.

POSITION SKILLS AND EXPERIENCE

Qualifications and Experience: Essential

- Tertiary or formal qualifications e.g. Certificate IV or higher in a Community Services or equivalent with three (3) – four (4) years demonstrated experience working with families in human services.
- Demonstrated experience in case management, case noting, assessment and referral, including professional report and letter writing.
- Demonstrated experience in project management, including project administration, monitoring and evaluation.
- Demonstrated experience in working with and being sensitive to the needs of others, in a welcoming and non-judgemental environment, acting with diplomacy, tact, empathy, privacy and confidentiality e.g. vulnerable communities, low income earners, homelessness, cultural groups and/or disadvantaged members of the community.
- Knowledge of the issues associated with homelessness, the influences and effects of the social environment and advocating with and on behalf of those who are disadvantaged.
- High developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers.
- Demonstrated practice to work autonomously, manage time effectively, set priorities, plan and organise workload and that of other staff and/or volunteers where supervision is required to achieve specified outcomes within a limited timeframe.
- Advanced skills in Microsoft Office and databases e.g. word, excel, PPT, outlook and data entry (H2H).
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Demonstrated experience in facilitating and delivering training programs and presentations, in an individually or group setting e.g. programs that enhance clients' practical living and conflict resolution skills, as well as providing opportunities for clients to experience success through encouragement of positive relationships.
- Highly developed skills in negotiation and liaison using conflict resolution, mediation and advocacy skills.

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- Experience working with people who are homeless or at risk of becoming homeless.
- Knowledge of the influences and effects of the social environment on clients and issues associated with homelessness.
- Ability to identify and manage own emotional responses to clients being supported e.g. self-awareness, open-mindedness on social issues and ability to practise reflection.
- Trained and experienced in mental health first aid.
- Experience or knowledge in counselling.
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.

Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Working with Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with ac.care policy.

ACCEPTANCE

Position Holder Signature: _____

Name (Printed): _____ Date: _____