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| **Position Title & Level/Grade:** | Mackillop House Support Worker.  Level 3 CatholicCare Enterprise Agreement. Various shifts evenings 4.30-8.30pm and weekends. | | **Department:** | Youth, Mental Health, Homelessness, AOD & Family Support |
| **Reports to:** | MacKillop House Manager | | **Supervises:** | Mackillop House Residents |
| **Internal Liaisons:** | Professional Supervisor, Mackillop Onsite Manager, Homelessness and Family Services Manager and Director Youth, Mental Health, Homelessness, AOD & Family Support Portfolio. | | **External Liaisons:** | Programmed and other key stakeholders and relevant agencies. |
| **Position Objective** | | The Mackillop House Support Workers provide day to day assistance to female residents who are homeless with complex needs and their children in collaboration with CatholicCare managers, case managers and other services within the community.  This is a residential position which requires effective time management and administration skills. The position requires working with minimal supervision, as well as working effectively within a small team.  The goal is to reduce homelessness through early intervention, collaborative engagement, service coordination, information/education, referral and advocacy. | | |
| **Key Responsibilities** | | **Residential Support & Assistance**   * Support the running of Mackillop House and assisting residents and their children. * Encourage and promote skills for independence and addressing barriers to homelessness. * Residents transportation as required. * Crisis support and intervention. * Utilise a service coordination approach to engage and work with stakeholders to achieve optimum outcomes for residents. * Maintain effective administrative functions including phone calls, emails, client files, records, statistics and reports relevant to the program. | | |

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| **Key Selection Criteria** | | | |
| Due to genuine occupational requirements, under Division 4.2, 34(j) of the Discrimination Act 1991, only female applicants will be considered.   * Passion and enthusiasm. * Relevant tertiary qualifications in a related field and a minimum of 2 years’ experience in the community sector. * Demonstrated understanding of the client group and their needs. * Highly developed problem-solving skills. * Demonstrated capacity for sound work organisation and effective use of time. * High standard of written and verbal communication skills. * Demonstrated awareness of the relevant principles and practices such as EEO, WH&S, Confidentiality and Duty of Care. * Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check. | | | |
| **Experience & Knowledge** | * Knowledge and understanding of the key issues facing females who are homeless or at risk of homelessness. * Knowledge and understanding of the key issues facing families with complex needs. * Knowledge of related standards, laws, legislation, awards regulations and codes. * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation. * Understanding of Quality Assurance Standards, protocols and implementation | **Attributes** | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * Working under pressure. * Demonstrating resilience. * Being patient and persuasive. * Being punctual and meeting deadlines. * Accepting change. * Empathetic. * Emotional Intelligence. * Commitment to Social Equity. * Sense of Humour. * Enthusiastic and Positive. |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |