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| **Title** | Emergency Relief Officer |
| **Business Unit** | Community Services |
| **Location** | Southern Tasmania (various sites: Bridgewater, Glenorchy and Hobart) |
| **Employment type** | Part-time, fixed-term (27 hours per fortnight) |
| **Reports to** | Community Services Coordinator  |

### 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

To assist emergency relief clients experiencing hardship and crisis through the provision of financial and material aid, advocacy and support.

1. Scope

### Budget:

Nil.

### People:

This position provides daily supervision and direction of Volunteers.

1. Relationships

### Internal

* Volunteers
* Community Services Coordinator

### External

* Emergency relief clients
* Support services
1. Key responsibility areas

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| **Emergency relief, financial and material aid**  | * Conduct client interviews including completion of privacy forms, checking and updating of personal details.
* Assessing client needs and eligibility for emergency relief in accordance with Uniting policies and procedures.
* Provide supermarket food vouchers and vouchers for Uniting Opp shop.
* Assess client needs relative to Aurora and PAYG payments.
* Offer advocacy for electricity and telephone bill payments if required.
* Assist in the preparation of Aurora PAYG and prescription vouchers.
* Assist in the preparation of food parcels when available.
* Distribute blankets when required.
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| **Program maintenance**  | * Reception duties including greeting clients on arrival and checking client identification.
* Directing clients to interview rooms as soon as possible.
* Answering phone calls and booking client appointments.
* Accessing and maintaining client files, ensuring confidentiality and security at all times.
* Maintenance of client databases and program statistics.
* Preparation of monthly and other reports as required.
* Photocopying and other general administration duties.
* Maintain the safety and security of the premises.
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| **Networking and referrals** | * Provide referral information to relevant networks and services.
* Maintain up-to-date knowledge and information about other services and supports that may be of assistance to clients accessing emergency relief.
* Actively assist clients to contact and engage with other support services.
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| **Volunteers**  | * Assist in the recruitment and training of Volunteers.
* Provide daily supervision and direction of Volunteers.
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| **Personal accountability**(Mandatory for all positions) | * 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.
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1. Performance indicators
* Distribution of emergency relief funds within allocated budgets and in accordance with eligibility requirements.
* Emergency relief service open and accessible to the community for advertised hours for the outlet.
* Clients are provided with service as efficiently and effectively as possible.
* Client files and information is maintained and up-to-date.
* Client information is stored securely and confidentiality is maintained.
* Reports are prepared to standard and in a timely manner.
* General office records and systems are maintained.
* The local community is aware of the services, the process and general eligibility to access the service.
* Evidence of referral pathways for clients.
* Volunteers are actively involved in the delivery of the service to the standards required.
* Volunteers are recruited and retained.
1. Person specification

### Qualifications

Essential:

* Current drivers licence.

Desirable:

* Minimum of Year 12 or equivalent (Certificate IV in Community Services or equivalent is desirable)

### Experience

* Previous experience in a similar position preferred.
* Previous community services related experience in a non-for-profit and/or non-government (NGO) organisation preferred.
* Demonstrated experience working with a solution-focussed and strengths-based approach.

### Core selection criteria

* **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
* Demonstrated ability to perform the Key Responsibility Areas listed above.
* High-level interpersonal and communication skills, including written, listening, customer service, diplomacy, tact and willingness to negotiate.
* Ability to maintain professional and confidential relationships with clients.
* Good administration, organisational and time management skills.
* Ability to think and act appropriately in a crisis.
* Self-motivated, self-directed and proven ability to meet timelines and work autonomously.
* Empathy, compassion and understanding, including the ability to carry out duties in a non-judgemental way and the ability to treat clients with respect regardless of sex, race, faith or ability.
1. 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 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.**

1. Acknowledgement

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

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|  | **Employee**  | **Manager** |
| Name: |  |  |
| Signature: |  |  |
| Date: |  |  |