

Position Description



Title:	Emergency Relief Support Supervisor
Business unit:	East Burwood, Eastern Melbourne
Location:	220 Burwood Highway, Burwood East
Employment type:	Part time (38 hours per fortnight) Maximum term until 30 June 2022
Reports to:	Senior Manager, Crisis and Homelessness Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

Uniting East Burwood is part of the Community Information and Support Victoria consortium. They provide emergency assistance to people in need who are homeless or live in the designated area of the City of Whitehorse bounded by Highbury and Canterbury Roads.

The Emergency Relief Support Supervisor will work with a team of volunteers to provide timely support to people that present through the Centre's Emergency Relief Services.

Scope

Budget:	nil
People:	This role will work in close association with Volunteer Community Workers

Relationships

Internal:	<ul style="list-style-type: none">• Senior Manager, Uniting Ringwood• Team Leader, East Burwood• Volunteer community workers• Other Uniting staff and programs
External:	<ul style="list-style-type: none">• Other CISVic agencies• Members of Whitehorse Emergency Relief Network• Other relevant referral services within the Eastern region• Members of the Burwood Heights Uniting Church

Position Description

Emergency Relief Support Supervisor



Key responsibility areas

Service delivery

- Recruit, train and support volunteer community workers to provide Emergency Relief and other appropriate support
- Support Community Workers to work with clients to address their needs. This includes:
 - Assessment
 - Response
 - Referral (Internal / External)
 - Advocacy
 - Practical assistance such as Bill relief
 - Development of support plans for specific emergency relief clients
- Work in close association with the Volunteer Community Workers to ensure they have the ability to identify and refer clients with complex needs.
- Work with Community Workers to assist in their identification of underlying issues impacting on clients presenting for emergency relief.
- Provide debriefing and practice support for Community Workers.
- Act as a resource to Community Workers.
- Support additional East Burwood client support activities including the annual Christmas Hamper DriveFood
- Initial management of Emergency Relief client complaints.
- Manage and track all emergency relief expenditure
- Complete acquittals for funding as required.
- Maintain up to date client data entries into the CISVic Portal along with appropriate client case noting for all clients.
- Attendance at CISVic Regional and State Forums.
- Participate in relevant network meetings including the Whitehorse Emergency Relief network.
- Provide appropriate feedback to referrers in accordance with privacy principles.
- Ensure the safety and well-being of clients.

Personal accountability

- 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.

Performance Indicators

- Number of clients seen
- Client satisfaction

Approved by: Group Manager	Page 2 of 3	Division: South & East Victoria
Date Approved: April 2020	Printed copies of this document are not controlled.	Next Review Date: Annual PDP

Position Description

Emergency Relief Support Supervisor



Person specification

Qualifications

- A Bachelor or Masters qualification in Social Work or a related field
- A driver's licence valid in Victoria with access to own vehicle

Experience

- Demonstrated experience in working with vulnerable people who present with a variety of issues
- Demonstrated experience in the utilisation of resources relevant to client needs
- Demonstrated experience in making relevant referrals for clients and advocating on their behalf
- Experience in working with Volunteers
- Ability to work within a team
- Understanding of Child Safety Practices and legislation
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community
- Effective written and oral communication skills
- High level computer literacy skills

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Personal attributes:
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.