Title	Support Worker
Business unit	The Engagement Hub | AOD & Mental Health
Location	101 Carlisle St, St Kilda & 215 Chapel St, Prahran
Employment type	Casual
Reports to	Team Leader, Engagement Hub

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

The Engagement Hub has been developed to provide a space that is effective at engaging people living with serious mental illness and are homeless or socially isolated. The service provides a focus on engaging the most disadvantaged and marginalized members of the community.

It is the role of the Hub to create a space and environment that is welcoming and safe and accessible to people who may be reluctant to engage with other service models. Pathways and supports are available to help overcome barriers and create opportunities for people to access other services and supports available to them in the sector and the wider community.

The Support Worker provides support to participants who are experiencing mental health issues and have needs across many aspects of their lives including health care, homelessness, disability and social isolation. Employees need to be skilled and confident in working with people who have complex support needs, this includes managing challenging behaviour's.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Team members, broader Uniting organisation

External

- Clinical services, other support service organizations, legal services, carers, NDIS

4. Key responsibility areas

Service delivery

- Welcome new participants and manage intake processes, including relevant paperwork
- Maintaining all client records as per program work instructions
- Supporting participants while at the Hub and while involved in activities organized by the Hub, this includes informal counselling and support as required / possible
- Encouraging and assisting participants to pursue their personal goals and interests and participate in activities and opportunities within the program and with external agencies and services
- Provision of advocacy and support for participants to assist them access additional supports and services e.g. health services, housing, NDIS, legal services, the justice system, etc.
- Liaising with key stakeholders – clinical services, carers and other support service organisations involved with participants to ensure best client outcomes
- Supporting participants to engage in the decision-making opportunities in the program and encourage client feedback and input into program planning and delivery
- Organising and supporting community activities and special events for Hub participants including facilitating or supporting the facilitation of groups.
- Assisting in the day-to-day operations of the Hub, including preparation of meals and general housekeeping duties
- Providing feedback on client issues at the daily team meetings
- Contributing to program review and development

Quality and risk

- Ensuring participation notes are completed in Carelink in a timely manner
- Ensure and that any incidents that occur are managed appropriately and are recorded in compliance with the incident reporting system
- Recording data including daily tick sheet and group attendance record, to enhance effective reporting and support program service
- Provide input as required to operational policies and planning

Stakeholder and Relationship Management

- Establish and maintain productive and positive work relationships with a range of services and organisations that also support participants e.g. clinical and community health services, churches and the programs they offer, housing services, employment services, legal services and other community support services
- Ensure relationships are in place and functioning well with other services in Uniting, particularly those that also provide supports to participants
- Maintain positive productive and positive work relationships with government departments and funding bodies
- Liaise as appropriate with participant's family members/carers – this may include acting as a point of contact for family members who are disengaged with participants

General Duties

- Participate in maintaining a positive physical environment including participating in daily cleaning, kitchen duties as required

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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- A minimum of Certificate IV in Mental Health or equivalent
- CPR, OHS (Fire Warden) certification or be willing to undertake

Experience

- Understanding and experience related to the needs and issues facing people experiencing severe and enduring mental illness
- Experience in the delivery of mental health services, site-based service an advantage

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Highly developed and effective interpersonal and communication skills – the capacity to listen and hear people's stories and engage with participants, staff and external Agencies
- Physically able to be actively engaged within the program
- Capacity and commitment to work as an integral member of a team to deliver on service
- Proficiency in working with Microsoft Windows, Microsoft Office and database applications (e.g., CareLink)
- Current Australian Driver's licence and willingness to drive a 12-seater van

6. 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 (and NDIS Worker Screening Check where relevant) 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.

7. Acknowledgement

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

	Employee
Name:	
Signature:	
Date:	