

Position Description

Position Title:	Support Worker, Peplow House Program
Program/Section and/or Portfolio:	Homelessness Services, Community Participation
Location:	4 Webster Street, Ballarat. Travel to other locations may be required.
Reports To:	Team Leader Homelessness Support Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 2</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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About the Program/Section

Peplow House facility has 8 beds and provides outreach to 3 placements at any one time within the crisis supported activity. This activity provides short-term crisis accommodation for up to 6 weeks for single men aged 18 years and over up to primarily 64 years, who are homeless or at risk of homelessness. Staff aim to assist clients to secure long-term stable accommodation and link with appropriate community and health services.

The Program works holistically with the client to obtain accommodation and reduce the risk of recurring homelessness. Staff assess housing needs and access to long-term accommodation; identify health and social issues that impact on accommodation options and assist in accessing specialist services; provide advocacy for securing accommodation; and strengthen living and coping skills and emotional and social wellbeing.

Position Summary

As the Support Worker, Peplow House you will be responsible for:

- Performing solo weekend and night shift duties for Peplow House Program.
- Providing a high quality and flexible service to clients assisting them to find stable accommodation and links to appropriate community supports and health services.
- Developing collaborative work practices with relevant services; internal and external.
Work with adult men aged 18 years and over who are homeless or at risk of homelessness.
- Assisting with all aspects of the day-to-day operations of the Peplow House program and facility.

The relevant penalty payments apply in accordance with the SCHCADS Award.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Client assessments	<ul style="list-style-type: none"> • Perform assessments of men presenting/referred for assistance outside business hours
File maintenance	<ul style="list-style-type: none"> • Support resident clients with daily living skills e.g.: personal care, meal preparation, domestic duties • Maintain a safe and inclusive environment for resident clients and staff of Peplow House • Provide immediate crisis support for resident clients as required, following organisational guidelines and procedures
Facility management	<ul style="list-style-type: none"> • Monitor and maintain relevant domestic supplies • Oversee Peplow House building domestic duties • As required, prepare resident rooms upon departure • Identify and report maintenance issues in accordance with guidelines • Maintain a safe and secure environment • Oversee and monitor resident client support needs and challenges

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	<ul style="list-style-type: none"> • Mediate resident client issues and relationships within the facility
Program administration	<ul style="list-style-type: none"> • Contribute to the preparation of reports. • Maintain program client and statistical data. • Participate in staff meetings, program planning, professional development sessions and staff training, as required. • Participate in program supervision.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Homelessness Support Services.

Position/s Reporting to Support Worker, Peplow House Program

Not applicable

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person's acting with the Manager's authority)

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- develops a working relationship with all components of CatholicCare Victoria staff and management, including internal referral points.

External Relationships:

- the position will develop and maintain external relationships with Federal, State and local government, accreditation and standard bodies/agencies, and other family and community service networks; and
- the position will also establish research networks and collaborations.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;

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- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct;*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Certificate IV in Community Services or other Welfare or related field.

Experience

2. Experience working and communicating effectively (both verbal and written) with people who are experiencing crisis and with complex and/or co-morbid issues, and the ability to respond to these clients' needs.

Knowledge, Skills and Attributes

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3. Knowledge and/or experience of the homelessness sector.
4. Knowledge / understanding of relevant legislation and current policies, procedures and guidelines pertaining to the client group.
5. Demonstrated knowledge of, and commitment to, the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with child safe legislation, principles, standards and practice guidelines, including the Children, Youth and Families Act 2005, the National Principles for Child Safe Organisations 2019, and the National Catholic Safeguarding Standards.
6. Ability to work both autonomously and within a team environment.
7. Highly developed interpersonal, verbal and written communication skills.
8. Well-developed IT skills including working knowledge of Microsoft Office suite and windows operating environment and data entry skills.
9. Capacity to meet shift work requirements.

Child Safety

10. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver’s licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- NDIS Screening (where applicable).
- Disqualified Carer’s Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer’s Check.

It is the incumbent’s responsibility to maintain a current valid Driver’s Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
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Signature:	
Date:	

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