

Position Description

Support Worker



Position Title:	Support Worker	
Reports To:	Group Manager	
Direct Reports:	NIL	
Hours of Work/Status:	Full-time Fixed-term Coverage needed for 7.6 hours per day; 5 days a week Monday to Friday <i>* This role requires flexible availability to cover potential events / activities which may be held on the weekend.</i>	
Modern Award Classification	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 3	
Position Objective:	The objective of the Support Worker is to provide support, information and advice to people through a range of people-centred services. The Support Worker will liaise with the supports in place with any resident that needs assistance during their stay in the NRH Community Village.	
Qualifications / Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Cert III in relevant industry qualification and/or significant relevant experience • Valid NSW Working with Children Check • A positive history of working with vulnerable people • Demonstrated experience in delivering a responsive service to people with complex needs 	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Executive Manager, Program Management, Performance and Risk • NRH Community Village Program Management • Allocations and Engagement Coordinators • Locational Village Managers • NRH Team members working in the program, including the Finance Team and People and Culture • Asset Management Team • Executive Management Team members 	<ul style="list-style-type: none"> • NRH residents • Department of Communities and Justice • NSW Reconstruction Authority • Local health and human services providers • Police and Emergency Services • Community agencies, including support services providers
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Client Engagement 2. Client Support Services 3. Partnerships Engagement 4. Safe System of Work 	
1. Client Engagement	<ul style="list-style-type: none"> • Build rapport and establish relationships with people in the NRH Community Villages Program • Provide support to Village Management during initial viewing and sign up appointments. • Work with people entering the Village to assess initial support needs • Work in consultation with the Case Worker to prepare a person led Transition Plan to address support priorities and plan for obtaining long term accommodation. • Work in conjunction with other support services to provide emotional, personal, and practical support, to enable a successful residency • Provide support and assist with engagement activities in conjunction with the NRH Community Engagement team. 	

	<ul style="list-style-type: none"> • Assistance with administration and village management tasks as required.
2. Client Support Services	<ul style="list-style-type: none"> • Provide assistance with daily living, health and wellbeing, relationship building and support with making connections and empowering participation in community • Provide information, advocacy, referrals and coordination for individuals and families who require assistance to navigate access to a range of services • Under direction of the Case Worker, input their case notes into the system ensuring accuracy of client records and upholding confidentiality • Assist with a range of record management services, including contributing to regular reporting.
3. Partnerships Engagement	<ul style="list-style-type: none"> • Working with the Case Management and Group Manager to develop, broker, maintain and expand partnership agreements and practice arrangements with community service providers engaged in this program to encourage tenancy sustainability, personal health and wellbeing and to minimize the risk of further homelessness • Participate in relevant government and community initiatives to address issues of housing and social need • Attending local and regional networking events and other meetings as relevant.
4. Safe System of Work	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices; • understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions; • undertake work in a manner that is not harmful to your health and safety and the health and safety of others; • Ensure that contractors undertake work in a manner that is not harmful to their health and safety or the health and safety of others. • work in observance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations; • comply with Risk Management policies, procedures and work instructions; • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents; • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training.
Other duties as directed by the line manager.	
Critical Competences:	<p>Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect</p> <p>Composure - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis</p> <p>Resilience - Be open and honest, prepared to express your views, and willing to accept and commit to change; Show drive and motivation, an ability to self-reflect and a commitment to learning</p> <p>Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it</p> <p>Interpersonal and Written Communication - Is able to communicate clearly and succinctly in a variety of interactions, settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence; actively listens to others</p>

	Action Oriented - Enjoys working hard; is action oriented and full of energy for the things that the incumbent sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
I have read, understand and accept the above Position Description relating to the Position I have been appointed to: Name: _____ Signature: _____ Date: _____ Manager's Name: _____ Signature: _____ Date: _____	

Name:

Signature:

Date:

Manager's Name:

Signature:

Date:
