

Position Description

Position Title:	Community Connections Support Worker	Position No:	
Position Type:	Part Time	Level:	3
Award:	Social Community, Home Care and Disability Services, Industry Award 2010		
Location:	Murraylands		
Date of Effect:	28/05/2021		

POSITION DESCRIPTION

Environment: At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 260 staff, we provide a range of services for country South Australian communities the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE to ensure all country people experience the same seamless and consistent service across all touch points in a welcoming and non-judgemental environment.

Purpose: The Community Connections Support Worker will collaboratively work as a team member within the organisation to deliver a range of services to enhance people's independence and strengthen their social network and community connections.

The role is responsible for identifying opportunities for clients aged between 18-64 to engage socially beyond the home to actively participate in local community events and increase social connection, community participation and inclusion.

The worker will apply a trauma informed care approach and address all clients with warmth and compassion, to navigate their best individual outcome.

Responsibilities: To drive and implement the organisational strategic agenda to achieve outcomes. This includes:

Strategy

- Assist with planning and co-ordination of program activities.
- Contribute to program/service delivery performance outcomes.
- Assist in the development and implementation of frameworks, policies, procedures, individual case plans and other resources to achieve outcomes.
- Provide a high quality service and contribute to quality outcomes by providing advocacy and referral services to address the client's needs.
- Manage risk in accordance with ac.care policies and procedures and legislative requirements.

Leadership

- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality client outcomes.
- Work effectively with the Manager and other members as part of 'one ac.care team'.

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- Provide a case management service, which is client centred and appropriate to the client's circumstances and needs e.g. develop and implement individual plans and strategies.
- Coordinate the delivery of services using a community development approach that builds clients skills, resilience and capacity to respond to change.

Culture

- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change and continuous improvement.
- Provide culturally appropriate services ensuring equity of access for all clients.
- Communicate effectively and assist in the implementation of programs that enhance clients' practical living and conflict resolution skills.

Continual Improvement

- Participate in the evaluation, monitoring and reporting of program service delivery to determine their effectiveness and contribute to identifying strategies to address any deficits and/or ongoing program continuous quality improvement.
- Deliver quality outcome measurements demonstrating the Service impact on clients and reporting on relevant issues to senior management.
- Deliver a wide range of activities reflecting and responding to changing client's needs & different priority access client groups.
- Maintain accurate and appropriate documentation in accordance with program and funding body requirements, by ensuring information is recorded, stored, secured and assessed in accordance with policy and organisational standards.
- Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback.

Capability Development

- Ensure the quality of service through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body.
- Participating in professional development opportunities to maintain and develop skills and knowledge.
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring to other staff as required.

Other

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the CEO as part of the employer/employee relationship within the scope of the role.

Reports to:

- This position reports to the Program Manager, Communities Centres & Community Connections, Mount Gambier.

People Management:

- Nil

Budget Management:

- Nil

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NOTE:

- This position may require weekend work, or outside ordinary work hours;
- This position may be required to travel domestically/interstate.

POSITION SKILLS AND EXPERIENCE

Qualifications and Experience:

Essential

- Tertiary or formal qualifications in Community Services or working towards such a qualification or less formal qualifications with specialised skills e.g. Certificate IV in Community Services or substantial relevant experience, expertise and competence attained through previous appointments.
- Demonstrated experience and/or working knowledge of case management, case noting, assessment and referral e.g. client intake and assessment for services.
- Demonstrated experience and implementation of trauma informed care practices.
- Demonstrated experience in identifying client needs, selecting the best solution to address those needs and following up to ensure client resolution.
- Demonstrated experience in working with and being sensitive to the needs of others, in a welcoming and non-judgemental environment, acting with diplomacy, tact, empathy, privacy and confidentiality e.g. vulnerable communities, low income earners, cultural groups and/or people socially isolated and or economically disadvantaged.
- Highly developed skills in negotiation and liaison using conflict resolution, mediation and advocacy skills.
- Demonstrated practice to work autonomously, manage time effectively, set priorities, plan and organise workload and that of other staff and/or volunteers where supervision is required to achieve specified outcomes within a limited timeframe.
- High developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers.
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Advanced skills in Microsoft Office e.g. word, excel, PPT, outlook and data entry.
- Demonstrated ability to identify report and implement Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Knowledge of community services and resources available to assist clients across the region.
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.

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- Demonstrated comprehensive knowledge of issues affecting clients who maybe disadvantaged – e.g. sexuality, drug use, domestic violence, child protection, mental health.

Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Satisfactory Working with Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with ac.care policy.

ACCEPTANCE

Position Holder Signature: _____

Name (Printed): _____ Date: _____