



## CRISIS SUPPORT WORKER POSITION DESCRIPTION

Job title	CRISIS SUPPORT WORKER
Salary	negotiable depending on qualifications and experience
Location	Mildura
Report to:	Crisis Accommodation Manager
Award:	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
	<p><b>Our Values</b> -Respect, Integrity, Collaboration, Care, Accountability, Innovation</p> <p><b>Our vision</b> - Safety for all</p>
Job Summary	<p>As a Support Worker, you will assist in the daily running of the site and provide a variety of support to clients at the site. You will work closely with the Case Managers providing person centred support to clients in conjunction with the clients' case plans. As our Support Worker you will play a key role empowering the clients in a variety of tasks including, shopping, transportation, personal care and ability to manage immediate crisis concerns of enquiries. Our organisation provides short term accommodation to our clients and support them to be part of the community, to live independently &amp; live their best life.</p>
Duties	<ul style="list-style-type: none"> <li>• assisting in the entry of new clients</li> <li>• providing a safe and welcoming environment for clients who live at or are accessing the service.</li> <li>• providing support as directed and in cooperation with Case Managers</li> <li>• engage with individuals, their families and health/community services to deliver integrated 'evidence based' client-directed and meaningful service to all clients.</li> <li>• participate and deliver effective work processes.</li> <li>• Utilise principals of recovery orientated practice, support and assist clients to develop skills.</li> <li>• Provide guidance and encouragement to clients to achieve agreed to goals as detailed in their action plan.</li> <li>• Encourage positive relationships and support networks through role modelling.</li> <li>• Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy, and the willingness to understand differences in culture and customs.</li> <li>• Undertake a variety of tasks including transportation, appointments and shopping.</li> <li>• Must be able to work rotating rosters including sleepovers.</li> </ul>

<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• excellent written and verbal communication skills.</li> <li>• high level interpersonal skills, and ability to connect with people and build trusting therapeutic relationships.</li> <li>• a high degree of flexibility with a positive outlook</li> <li>• an ability to thrive in an innovative working environment and work with ambiguity.</li> <li>• ability to demonstrate a high level of initiative and contribute meaningful ideas to a new service.</li> <li>• ability to embrace complexity and can think strategically.</li> <li>• Ability to work as part of a team and autonomously.</li> <li>• demonstrate experience connecting with other services including schools, recreational and leisure facilities, and support within the home or young person's living arrangements.</li> <li>• have experience working in collaboration with other services to ensure integrated care for the young person.</li> <li>• have knowledge and understanding of the Mallee community health sector.</li> <li>• Ability to maintain ethical, non-judgemental attitude towards clients.</li> <li>• Adhere to company policies and procedures.</li> </ul>
<p>Key Selection Criteria</p>	<ul style="list-style-type: none"> <li>• Minimum Cert IV Community Services, Or Individual Support or equivalent</li> <li>• Demonstrates and understanding of legislation.</li> <li>• Working With Children's Check NSW &amp; VIC</li> <li>• National Police Check</li> <li>• Drivers Licence</li> <li>• Mandatory COVID vaccination certificate or exception medical letter</li> <li>• Current first aid certificate desirable.</li> <li>• Empathetic and proactive with a genuine interest in this field</li> </ul>