

POSITION DESCRIPTION

Position Title:	Residential Case Worker
Department/Location:	St Mary's Support and Accommodation Program
Employment Status (Full-time/part-time/casual/fixed term):	FT – 38 hours per week Salary Packaging is Available
Reports To:	Service Coordinator
Direct Reports:	None
Key Relationships/Interactions:	Internal: Group Manager; Coordinator; Staff; Spiritus Staff
	External: Clients; Volunteers; Community and Government Agencies/Service Providers

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

- Dignity:** We accept, value, encourage and empower others to pursue their personal goals
- Respect:** We exhibit profound respect, integrity and humility in all our relationships
- Care:** We demonstrate thoughtful stewardship and take personal responsibility in all we do
- Joy:** We actively embrace opportunities to share, and experience, hope and happiness

Our **Environment**

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

About St Mary's Support and Accommodation Program:

Overview

St.Mary's Support and Accommodation Program (partly funded by the Supported Accommodation Assistance Program) is for young women who are pregnant or parenting young children and who experience homelessness.

We provide:

- a. shared accommodation in a safe and supportive environment
 - b. community housing and support
- which enables young women to access a range of services.

We aim to work in a flexible manner determined in partnership with the young woman which will resource her to take control of her own life. We develop supportive relationships between staff, women and the community. Women are provided with the opportunity to address personal issues such as, finance, housing, relationships, health, child care and parenting.

Position Statement / Overall Purpose:

The Residential Case Worker will provide a high level of support to a maximum of 8 young women and their children. They will ensure the young family's needs are assessed and their goals identified and work intensively with the young woman on her identified goals.

The Residential Case Worker will work in accordance with the values of Spiritus and support core business by providing guidance and advice within their area of specialty.

Key Selection Criteria: (includes education, experience, skills and knowledge required)

Essential:

1. Qualifications in Human Services or related field.
2. Knowledge of the issues which impact on the lives of young parenting women, who are at risk of homelessness.
3. Experience and demonstrated ability of working with young families and/or young pregnant women at risk of homelessness in addressing, housing and parenting support, including child protection issues.
4. Experience in communicating with young women and young children and an ability to negotiate individual support agreements.
5. Skills in conflict management and mediation.
6. Proven competence in time management skills including the capacity to work autonomously organizing and prioritizing work flow to meet demanding deadlines while also demonstrating a strong commitment to team work.

The ability to work as a member of a team, and contribute to team and program develop

Key Accountabilities and Responsibilities:

I. Accountability: Accommodation

- I.1. Take referrals
- I.2. Be involved in the selection interview of new residents
- I.3. Ensure units are stock prior to entry
- I.4. Monitoring of on-site dynamics and mediating conflict situations
- I.5. Facilitating monthly resident unit meetings

- 1.6. Monitor Health and Safety standards of residential accommodation
- 1.7. Meet each new woman who moves on-site
- 1.8. Link woman with the tenancy worker to complete moving in/out arrangements.
- 1.9. Help organize and move woman to community property

2. Accountability: Support

- 2.1 Develop and maintain a checklist for women living on-site to help determine who is suitable to move into the community.
- 2.2 Develop and maintain an on-site orientation pack for women moving into residential program.
- 2.3 Ensure women maintain contact with QLD Housing and Community Rent Schemes to make certain of women's position on waiting lists.
- 2.4 In collaboration with the Community Workers, take part in handover of the women from on-site to community.
- 2.5 Develop and maintain support plans with women and children to meet their individual needs.
- 2.6 Support young pregnant and parenting women and their children to address contracted goals.
- 2.7 Maintain client files and case notes
- 2.8 Provide support and assistance to young parenting women who participate in groups.
- 2.9 Implement, review and evaluate the client support plans
- 2.10 Work with the young woman and children in a group setting
- 2.11 Coordination of group activities e.g. Family Planning, First Aid

3. Accountability - Resource

- 3.1 Link women and children into appropriate community agencies and on-site programs.
- 3.2 Participate in the development of resources and to ensure resources are appropriate and up to date.
- 3.3 Network with community agencies to ensure that the women and children are linked up with appropriate agencies that meet their individual needs.

4. Accountability - Team

- 4.1 Be on the emergency phone roster (approx. one week in four).
- 4.2 Participate in team meeting, case planning and supervision.
- 4.3 Collate statistical data as required by the organization and funding body.
- 4.4 Provide monthly report to Service Coordinator.
- 4.5 Be aware of and follow policies and procedures and also develop service guidelines and procedures in conjunction with team.
- 4.6 Liaise with team to identify and organize group program and training needs.
- 4.7 Maintain a commitment to ongoing personal and professional development.
- 4.8 Participate in the development of the organization including strategic planning, evaluation, review and guideline development.
- 4.9 Participate in, and contribute to maintaining a respectful and supportive environment which, responds to the individual needs of pregnant and parenting women and their children.
- 4.10 Participate with other workers in community development initiatives with and for young pregnant and parenting women on issues relating to pregnancy and parenting.

5. ADDITIONAL INFORMATION

- 5.1 Although St. Mary's does not offer a 24 - hour service, we acknowledge the need for support "after hours". All Support Staff need to be flexible in hours of availability according to identified need. However only in exceptional cases should a worker need to return to St. Mary's outside working hours. This position would require the worker to be on-call on a rotational basis with on-call allowance (approximately one week in four).
- 5.2 All the buildings on-site are smoke free and smokers are asked to use the ashtrays outside each building.
- 5.3 All staff must have the ability and willingness to do practical tasks when necessary eg: cleaning, transporting and shopping.

- 5.4 All staff must have current Driver's licence and ability to drive a van and held a licence for 1 year.
- 5.5 Must have a current Blue Card
- 5.6 Support Workers work in partnership with young women using a planned but flexible approach informed by case management principles to achieve the best outcomes for young women.
- 5.7 Every worker is required to familiarize themselves with the philosophy, policies and procedures, service guidelines of the program, and to operate within these.
- 5.8 Staff should be comfortable operating under a Manager and within the ethos of Spiritus.
- 5.9 Staff are to take regular advantage of individual and team supervision, including supervision with the Service Coordinator and Group Manager.
- 5.10 Each worker is a member of a team of workers; good teamwork is essential to achieve the goals of the St. Mary's Program.

6. Other Duties

- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus Policies and Procedures;
- Work in collaboration with other team members;
- Do not, during or after employment, disclose information relating to residents, clients and staff of Spiritus or damage the reputation, viability or profitability of Spiritus services;
- Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

Delegation of Authority:

- Nil.