

## POSITION DESCRIPTION

<b>Position:</b>	Client Support Worker
<b>Reports to:</b>	Executive Director
<b>Hours:</b>	Casual – Shift work
<b>Classification:</b>	Grade 2 – <a href="#">Social, Community, Home Care and Disability Services Industry Award 2010</a>

### **Karinya House Overview**

Karinya House is a community based, not for profit organisation servicing the ACT and surrounding regions. For 23 years, Karinya House has provided immediate support for women who are pregnant or have new babies and have nowhere else to turn.

As a twenty-four hour, seven day a week service, Karinya House is the only service specifically for pregnant and parenting women in the region, offering residential as well as outreach case management and support.

Karinya House recognises and acknowledges the unique lived experiences of women as they navigate building a future for themselves. Our practice framework is focused on developing a sense of hope and belonging, to effect lasting positive change in the lives of the women in contact with Karinya House.

By providing a framework of care that encompasses the whole person, practitioners walk alongside women as they develop their capacity to represent themselves and to make informed choices about their own lives. The Karinya House Practice Framework is founded within the principals of trauma informed care and practice. Individual casework management and flexibility in service provision are paramount at Karinya House.

Karinya is a non-religious, non-government and non-judgemental organisation.

### **Position Purpose**

A Client Support Worker, with the guidance of the Executive Director or their delegate, is required to provide residential and outreach client support, after hours and on weekends on-site and in the community.

The Client Support worker is expected to share and progress the Guiding Principle, Core Purpose, Values, Outcomes, Vision and Objects of the Association.

The ability to work compassionately with vulnerable clients experiencing homelessness and a complexity of needs is vital to the Position.

## **Duties**

A Client Support Worker, shall, in addition to the responsibilities outlined in Social, Community, Home Care and Disability Services Industry Award 2010 (Appendix 1):

### ***Client Support Services***

- Promote a supportive and caring atmosphere within the service and refer matters in accordance with organisational policies and procedures.
- Assist residents and women living in the community with daily living skills this could include:
  - House cleaning, including laundry tasks.
  - Grocery shopping.
  - Preparing meals.
- Support residents to develop their parenting skills, this may include providing respite care to residential babies and children.
- Respond to phone enquiries and referrals in an appropriate manner, on a twenty-four hours basis.
- Refer matters and seek advice from on-call staff as appropriate.
- Provide transport to residents and women living in the community.
- Monitor the security of the premises after-hours and on weekends.
- Identify safety or care issues and complete incident reports in accordance with organisational policies.
- Assist with the sorting of material donations.
- Maintain the highest level of professionalism, cultural sensitivity and adherence to organisational policy and procedures on Equity and Diversity and Workplace Health and Safety in the performance of the responsibilities of the position.

### ***Administrative duties***

- Complete shift and file notes in accordance with established protocols.
- Keep accurate records of referrals, appointments, medication charts and other matters that need follow up.
- Maintain records of petty cash and other expense records.

### ***Other Duties***

- Attend staff meetings, as required.
- Assist as required with fundraising endeavours.
- Attend professional training as required.
- May be required to perform other duties as directed from time to time to suit organisational requirements and which are broadly consistent with the role.

## **Position Notes**

- Being female is a genuine occupational qualification of this position under section 34 of the Australian Capital Territory Discrimination Act 1991.
- This position does require the incumbent to undertake overnight 'sleep over' shifts and work weekends and public holidays on a rostered basis.  
Shift hours are typically:  
Overnight: 5pm – 10pm, plus sleep over and change-over at 7am  
Saturday & Sunday overnight shifts commence at 4:30pm  
Weekend/Public Holiday days: 9am – 5pm
- Prior to commencing employment, you will be required to obtain the following, at your own cost:
  - Working with Vulnerable People Clearance.
  - Driving/ Licence record for the last 10 years from the relevant state/territory authorities, where you have held a driver's licence during this period.
- You will be required to undergo a pre-employment:
  - National Police Check.
  - Child and Youth Protection Service Records Check.
  - Medical Check.

## **Selection Criteria**

- Tertiary qualifications, or significant progress towards tertiary qualifications in health (nursing, occupational therapy), social science, community services, social work or psychology and demonstrated relevant experience; or an equivalent combination of relevant experience and/or education/ training in working with women who are pregnant or parenting and their families.
- An understanding of working with women and/or families experiencing homelessness, domestic/family violence, mental health or drug and alcohol issues.
- Demonstrated client support work skills, including an ability to work compassionately with individuals with complex needs, to impart life and parenting skills and to promote their empowerment and independence.
- An understanding of working from a Trauma Informed Care framework and an understanding of Child Protection issues.
- An understanding of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities.
- Demonstrated ability to work collaboratively and productively within a team and also take initiative and responsibility for own areas of work. This includes exceptional time management skills and the ability to re-prioritise work tasks and manage competing demands.
- High level communication and interpersonal skills.

- Demonstrated ability to think clearly and analytically to respond to unexpected situations as they arise in an appropriate manner.
- Demonstrated computer literacy with ability and willingness to embrace new technologies and use cloud-based technology to manage client files.
- Ability to work flexible hours as required.
- Current unrestricted Drivers Licence.
- Current First Aid Certificate.

### **Applying for the Position**

Expressions of Interest from suitably qualified and experienced candidates are open until 3pm Wednesday 11 November 2020

Expressions of Interest must include the following:

- A Curriculum Vitae.
- An outline of how your experience and qualifications meet the selection criteria. Please address each criterion separately. Your response should be no more than 5 pages.
- Details of two referees. Only referees of shortlisted candidates will be contacted.

Expressions of Interest should be submitted to:

Belinda Munn,  
Karinya House, Executive Officer  
[Belinda.munn@karinyahouse.asn.au](mailto:Belinda.munn@karinyahouse.asn.au)  
**no later than 3pm Wednesday 11 November 2000.**

Shortlisted candidates will be required to attend an interview in a COVID Safe manner in late November/ early December.

### **Enquiries about the Position**

For further information on the position, in the first instance please contact Belinda Munn, Executive Officer, on 0408 095 243 or [Belinda.munn@karinyahouse.asn.au](mailto:Belinda.munn@karinyahouse.asn.au).

Extract from Social, Community, Home Care and Disability Services Industry Award 2010

**A.1 Social and community services employee level 2**

**A.1.1 Characteristics of the level**

- (a) A person employed as a Social and community services employee level 2 will work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- (b) General features at this level consist of performing functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- (c) Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- (d) Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- (e) Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level. Where the appropriate certificate is a level 4 certificate the minimum rate of pay will be pay point 2.
- (f) Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.

**A.1.2 Responsibilities**

A position at this level may include some of the following:

- (a) undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- (b) achieve outcomes which are clearly defined;
- (c) respond to enquiries;
- (d) assist senior employees with special projects;
- (e) prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements;

- (f) perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- (g) provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;
- (h) perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- (i) assist in calculating and maintaining wage and salary records;
- (j) assist with administrative functions;
- (k) implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;
- (l) supervising or providing a wide range of personal care services to residents under limited supervision either individually or as part of a team as part of the delivery of disability services;
- (m) assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services;
- (n) possessing an appropriate qualification (as identified by the employer) at the level of certificate 4 or above and supervising the work of others (including work allocation, rostering and providing guidance) as part of the delivery of disability services as described above or in subclause **Error! Reference source not found.**

### **A.1.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

#### **(a) Skills, knowledge, experience, qualification and/or training**

- (i) basic skills in oral and written communication with clients and other members of the public;
- (ii) knowledge of established work practices and procedures relevant to the workplace;
- (iii) knowledge of policies relating to the workplace;
- (iv) application of techniques relevant to the workplace;
- (v) developing knowledge of statutory requirements relevant to the workplace;
- (vi) understanding of basic computing concepts.

#### **(b) Prerequisites**

- (i) an appropriate certificate relevant to the work required to be performed;
- (ii) will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;

- (iii) appropriate on-the-job training and relevant experience; or
- (iv) entry point for a diploma without experience.

**(c) Organisational relationships**

- (i) work under regular supervision except where this level of supervision is not required by the nature of responsibilities under A.1.2 being undertaken;
- (ii) provide limited guidance to a limited number of lower classified employees.

**(d) Extent of authority**

- (i) work outcomes are monitored;
- (ii) have freedom to act within established guidelines;
- (iii) solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.