

# Position Description

<b>Position:</b>	Support Worker
<b>Line Supervisor:</b>	Senior Caseworker
<b>Hours:</b>	Casual Opportunity to convert to part time once regular shift pattern has been established
<b>Classification:</b>	Grade 2 – <a href="#">Social, Community, Home Care and Disability Services Industry Award 2010</a> \$36.40 casual hourly rate plus shift loadings as they apply

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

The 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 Support Worker, shall, in addition to the responsibilities outlined in [Social, Community, Home Care and Disability Services Industry Award 2010](#) (

### **1. Support Services**

- I. Promote a supportive and caring atmosphere within the service and refer matters in accordance with organisational policies and procedures.
- II. Assist residents and women living in the community with daily living skills this could include:
  - a. House cleaning, including laundry tasks.
  - b. Grocery shopping.
  - c. Preparing meals.
- III. Support residents to develop their parenting skills, this may include providing respite care to residential babies and children.
- IV. Respond to phone enquiries and referrals in an appropriate manner, on a twenty-four hours basis.
- V. Refer matters and seek advice from on-call staff as appropriate.
- VI. Provide transport to residents and women living in the community.
- VII. Monitor the security of the premises after-hours and on weekends.
- VIII. Identify safety or care issues and complete incident reports in accordance with organisational policies.
- IX. Contribute to the safe and effective operation of the organisational assets through undertaking of cleaning, maintenance or other related tasks.
- X. Assist with the sorting of material donations.
- XI. Maintain and respect privacy and confidentiality of all Karinya clients.
- XII. Work closely with Casework team to ensure best practice and consistency with case management.
- XIII. 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.

### **2. Administrative duties**

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

### **3. Other Duties**

- I. Attend staff meetings, as required.
- II. Assist as required with fundraising endeavours.
- III. Attend professional training as required.
- IV. 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 Requirements**

- A combination of relevant experience and/or education/ training (or progress towards qualifications) in community/health/social services. Relevant qualifications, or progress towards qualifications include in the following areas health (nursing, occupational therapy), social science, community services, social work, teaching or related areas.
- An understanding of working with women and/or families experiencing homelessness, domestic/family violence, mental health or drug and alcohol issues.
- Demonstrated 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 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.
- Demonstrated ability to think clearly and analytically to respond to unexpected situations as they arise in an appropriate manner.
- Demonstrated knowledge of workplace obligations to, and experience contributing to workplace practices and behaviours that promote, support and maintain a safe, healthy, equitable, diverse and respectful workplace; including responding appropriately to adverse accidents, incidents, behaviours, issues, reports and the like.
- 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 (including CPR)

## Position Notes

- Being female is a genuine occupational qualification of this position under section 34 of the Australian Capital Territory Discrimination Act 1991.
- You must have rights to work in Australia.
- 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: 4:30pm – 10pm, plus sleep over and 7am -8am the following morning  
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.

## Submitting an Expression of Interest

Expressions of Interest from suitably experienced and qualified candidates are **currently open and welcome now and over the months through end of September 2022. Applicants will be assessed for immediate interview, based on their EOI (where it is assessed as applicable). Please provide your EOI at your earliest convenience**

Expressions of Interest must include the following:

- A Curriculum Vitae.
- A brief response to how your experience and qualifications meets each of the selection criteria. You should address each selection criteria separately and each individual criteria response should be no more than one paragraph.
- 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)

Shortlisted candidates will be required to attend an interview in a COVID Safe manner following review of their EOI

## Enquiries about the Position

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