

POSITION DESCRIPTION – SUPPORT WORKER

Position:	Support Worker
Line Supervisor:	Services Director
Hours:	Casual & Part time roles available.
Classification:	Grade 2 – Social, Community, Home Care and Disability Services Industry Award 2010 \$40.26 - \$43.93 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 over 25 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

This role provides you with the opportunity to work compassionately with women, who are pregnant and early parenting with complex needs, to promote their empowerment and independence.

Under the guidance of the Services Directors or their delegate, you will provide practical, hands on 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 women 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 professional training as required.
- II. 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
- 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, or willingness to rapidly learn about, working from a Trauma Informed Care framework and an understanding of Child Protection issues.
- An understanding of, or willingness to rapidly learn about, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities.
- Demonstrated ability to work independently, taking initiative and responsibility for own areas of work, within set frameworks. 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.
- Current unrestricted Drivers Licence.
- Current First Aid Certificate (including CPR), or ability to obtain one prior to commencing work.

Position Notes

- Identifying as female is a genuine occupational qualification of this position under section 34 of the Australian Capital Territory Discrimination Act 1991.
- Aboriginal and Torres Strait Islander people, or people from Culturally and Linguistically Diverse backgrounds are particularly encouraged to apply.
- 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: 4:00pm – 10pm, plus sleep over and 7am - 8am the following morning
Saturday & Sunday overnight shifts commence at 4:30pm
Weekend/Public Holiday days: 9am – 5pm
- The Support Worker roster works on a two week rotating roster.
- It is expected that at least 2-4 shifts per fortnight would be allocated to you.
- 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 on an ongoing basis. Please provide your EOI at your earliest convenience**, applications will be assessed as they are received.

Expressions of Interest must include the following:

- A Curriculum Vitae.
- A brief response to how your experience and qualifications meets the selection criteria.

Expressions of Interest should be submitted to: Belinda Munn - Karinya House, Services Director
belinda.munn@karinyahouse.asn.au
At your earliest convenience

