

Position Description

| | | | |
|-----------------------|--|-----------------------|------------------|
| Position title | Community Engagement Support Worker | | |
| Reports to | Head of Community Engagement and Events | | |
| Department | Social Health & Wellbeing Services | Status | Perm part-time |
| Hours of work | 30 hours per week / Sunday to Thursday / 9am to 3pm | Classification | SCHADS Level 3.1 |
| Award | Social, Community, Health Care and Disability Services Industry Award 2010 | | |

Overview

The Rev. Bill Crews Foundation (BCF) is a registered charity whose mission is to provide assistance to address the cause and effect of homelessness and poverty, as well as unemployment, faced by marginalised individuals. We succeed in achieving this through a combination of caring services like food provision, social welfare and education support.

The Social Health and Wellbeing Services team (SHWS) are the first point of contact for people facing multiple complex challenges in their lives. They offer a range of support from crisis support, case management, essential needs assistance including bills assistance and medical and complimentary medical services.

Alongside the support services, the SHWS team responds to every day essential supporting needs such as food parcels, shower, toiletries, personal hygiene products, clothes and after-hours meals; alcohol and other drug support; groups and activities.

Primary purpose of the role

The Community Engagement Support Worker is responsible for ensuring that guests with underlying needs, risks and vulnerabilities are identified early when they visit our iconic ~~our~~ Loaves & Fishes Free Restaurant and BCF site in Ashfield. As not all guests will come forward to ask for help or support, the primary focus is to build rapport, while walking the floor / site asking open questions to recognise where further assistance and support can be given/offered.

Duties and responsibilities

- Greet and engage with guests in a non-judgemental manner, fostering, and creating positive relationships while at the same time assessing their individual support needs
- Provide information, referral and advocacy to guests using trauma informed care and practices
- Provide support to guests who are in times of crisis and advocate on their behalf where required
- Collaborate and liaise with BCF Intake Workers, Case Managers, and Medical and Allied Health team

- Initiate warm referral pathways to internal and/or external support services
- Build and develop guests' knowledge, experience, and connections to internal available support, programs and activities
- Assist and link guests to support options available internal to organisation or external
- Provide emergency material aid support such as food parcels, clothing, toiletries, showers, personal care and after hour meals
- Ensure all client information and provision of services are correctly entered into the client database and other reporting mechanisms where required
- Work within the BCF Code of Conduct that requires confidentiality, accountability, safety, and care to all
- Contribute ideas and experiences to develop team services
- Participate in staff and team meetings and debriefs
- Participate in community events both on site and in the broader community
- Undertake additional work and training as required

Qualifications and experience

Essential

- Tertiary qualification in social work, social science, welfare, or a related discipline
- Experience working with individuals who are homeless or at risk of homelessness, rough sleepers, living with mental health, alcohol and other drug issues and referring out
- Knowledge and understanding of the impact of psychosocial issues related to mental health, individuals living with a disability and the aged

Desirable

- Experience in case management
- Experience in working with individuals with multiple complex needs
- Lived experience
- Experience supporting individuals to navigate complex external service providers
- Working knowledge and experience maintaining client information on a relevant client information management system i.e. Penelope, Salesforce etc

Skills, Knowledge and Attributes

Essential

- Great customer service skills and motivation to to make a difference to guests from marginalised backgrounds, in a non-judgmental, courteous and respectful manner
- Demonstrated authentic, compassionate and empathic communicator
- Great listener with ability to ask open questions without being intrusive
- Ability to deal with anti-social behaviour issues, following the BCF guidelines to de-escalate conflicts should they arise
- Ability to establish and maintain excellent internal and external networks
- Good IT (Microsoft Office suite) and administration skills
- Advocacy and referral capabilities
- Strong conflict management skills

- Capacity to work collaboratively with other programs across BCF and relevant external service providers

Desirable

- Experience working with adults with challenging behaviour and mental health conditions
- Knowledge of government initiatives and programs such as: Housing Pathways; Centrelink; NDIS and My Aged Care

Behavioural traits

- Ability and a commitment to effectively engage with peers, and clients from marginalised backgrounds, in a non-judgmental courteous and respectful manner
- Solutions focused and self-motivated
- Resilient, calm and empathetic
- Integrity, honesty and reliability
- Collaborative
- Commitment and understanding of the Bill Crews Foundation mission and values

Pre-employment Checks

Essential

- Australian Citizenship or work rights to work in Australia
- National Police Check
- Working with Children Check
- COVID-19 Vaccinated

Desirable

- Current unrestricted Driver's Licence

Workplace Health & Safety

- Ensure compliance with the OH&S Act and BCF policies and procedures
- Demonstrate an understanding and a personal commitment to adhering to safety guidelines, as well as minimising/eliminating risks
- Reporting any instances of unsafe behaviour or conditions that may exist to management
- Contribute positively and proactively to the team and BCF OH&S activities

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the Community Engagement Support Worker may differ from those outlined in the Position Description and other duties as assigned, might be part of the job.