

Position Description

Client Activities Worker (Casual)

Award

Social, Community, Home Care & Disability Services Industry Award 2010

This position is reliant on recurrent funding from NSW Health.

Hours

Average 12 hours per week

Job Summary

The Client Activities Worker will oversee the development, implementation and evaluation of activities, outings and events for service users of The Western Suburbs Haven Inc. (TWSH). These activities will be focused on health and wellbeing, education and social inclusion for people living with HIV in Western Sydney.

This role entails:

- talking with TWSH service users about the types of activities they'd like to do;
- collaborating with other Health and HIV service providers to arrange activities that will bring individuals together;
- engage with relevant community services and organisations to provide group talks, information sessions in line with the needs of our service users;
- organise activities within TWSH Centre and out in the local community, considering transport arrangements and accessibility;
- assist people to take part in activities.

Responsible to

The WSH Manager

Duties

- Develop, implement and evaluate activities;
- Develop promotional materials using Microsoft Office software;
- Promote activities through stakeholder networks;
- Collaborate with the manager for budgeting purposes and for scheduling of activities;
- Assist Manager with seeking and acquitting funding/grants for activities
- Keep Manager informed about any concerns/matters relating to clients and volunteers;
- Maintain appropriate records, statistics and data on services provided in line with organisational policies and processes;
- Other responsibilities may involve the provision of support and assistance for service users as directed by the Manager in accordance with the philosophy, policies and practices of the service;
- Participate in regular supervision sessions with the manager to address any issues;
- Participate in any education and training opportunities provided and identify own education and training needs for consideration of the manager

It is a requirement that all of TWSH staff read, understand and adhere to the Constitution, Code of Conduct, policies and procedures ensuring that any "Confidential Information" that becomes known through the course of employment with TWSH is kept confidential including information relating to service users, staff, business or operational interests, financial information; and anything else that is notified as being confidential with the organisations policies.

Essential Criteria

- Tertiary qualifications in Community Services Work or a combination of related educational qualifications and at least two years work experience working within a community services setting that provides direct client service delivery;
- high level of interpersonal, verbal and written communication skills together with negotiation, liaison and conflict resolution skills;
- Excellent organisational skills, including time management;
- Demonstrated ability to work effectively in a team and also independently with limited supervision;
- Demonstrated experience in coordinating group programs/activities;
- Proficient with using the internet;
- Demonstrated experience using Microsoft Office applications to develop promotional material
- Ability to maintain confidentiality and undertake duties in a respectful and professional manner;
- Willingness to show initiative, flexibility and reliability;
- Ability to work with individuals from diverse backgrounds and of all ages;
- Ability to listen objectively and deal with all individuals with tact and professionalism;
- Demonstrated knowledge of person-centred approaches to service provision;
- Current NSW Drivers Licence.