

WOMEN'S AND GIRLS' EMERGENCY CENTRE

Position Description

Title	Support Worker (Redfern)
Grade	SCHADS 3
Status	Full Time: 38 hours/week 12-month contract (possibility of extension)
Reports to	Practice Manager
Location	Redfern
Date Approved	17 July 2020

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for profit charitable organisation. We deliver a range of crisis and medium-term accommodation and support services to women, children, young people, and families who are experiencing, or at risk of homelessness and/or domestic and family violence.

For over 40 years we have been doing this work across the lands of the Gadigal and Wongal people of the Eora Nation (Sydney's inner city and inner west regions), and working in partnership with community, business and government stakeholders.

Our Vision

A safe future for women and families.

Our Mission

WAGEC is a not for profit, charity based in inner city Sydney and the inner west, New South Wales.

We create safe spaces for women and families impacted by the effects of homelessness, domestic and family violence and systemic disadvantage.

We create enduring change in times of crisis through access to safety, housing and material support.

We work with our communities to advocate social change.

We are trauma-informed and culturally appropriate in our practice.

Our Values

Our values underpin our guiding principles and the way we work. We are:

- Flexible and focused on our clients
- Creative and professional in all our work
- Always respectful and inclusive
- We act with integrity
- We are proactive
- We are compassionate
- We are feminist in our approach

Our approach allows us to think holistically as we work with clients and look beyond the immediate state to future possibilities and collaborations.

We believe that a strong work ethic and values are crucial to achieving our vision.

Position Purpose: Support Worker (Redfern)

The Support Worker is the first point of contact for women and children accessing WAGEC. Our clients are women, with or without children who are escaping domestic violence, experiencing homelessness and/or systemic disadvantage.

The Support Worker provides welcome, initial assessment and triage with new clients to WAGEC's Redfern site, in person or over the phone. The role also maintains consistent, helpful and supportive relationships with long-term drop-in clients. The Support Worker is also the first point of contact for external visitors to our central support office.

The Support Worker maintains the safety, cleanliness and organisation of resources of our Redfern clients and office spaces. All work is informed by a feminist, client-centred, trauma-informed and strengths-based approach.

The core responsibilities of this role are:

1. Client Support
2. Site Coordination & Reception
3. Contribute to WAGEC's organisational culture

Core Position Responsibilities

1. Client Support

- Establish and maintain professional relationships of trust, respect and empathic engagement with clients by applying trauma informed, client-centered and strengths-based approaches.
- Triage clients, risk assessments, undertake intake enquiries and conduct in-person and phone-based needs assessments.
- Provide practical and emotional support to drop-in clients who are in crisis and needing immediate support. Including referrals, material aid and emergency relief.
- Maintain a supportive and cohesive environment for all clients and visitors to Redfern by actively managing interactions and the use of space.
- Work collaboratively with Case Managers, volunteers and other staff to ensure coordinated care for clients.
- Input client data using CIMS
- Maintain a strong and healthy professional identity and approach through participation in regular management supervision and professional development.

2. Client Coordination & Reception

- Provide a consistent, helpful and welcoming presence for all people contacting or visiting WAGEC.
- Responsible responding to client and general enquiries,
- Maintain the overall safety, cleanliness and organisation of resources in client and office spaces.
- Receive, sort and arrange distribution of donations, supplies and mail to other WAGEC sites.
- Maintain all equipment in good working order.

3. Actively contribute to WAGEC's organisational culture

- Contribute to a positive work culture by working in a manner consistent with WAGEC's vision, values and mission.

- Contribute to WAGEC’s overall social impact by delivering on role expectations, from time to time performing other duties as requested by Management and being a proactive team member.

Core Competencies

Behavioural	Technical Knowledge	Physical
<ul style="list-style-type: none"> ○ Self-motivated ○ Develop and maintain mutually beneficial relationships with clients and stakeholders ○ Work within a fast-paced and dynamic environment ○ Communicate effectively with diverse stakeholder groups in written and verbal forms. ○ Critical thinking and decision making ○ Ability to prioritise competing tasks to complete workload ○ Ability to work unsupervised under broad direction of management ○ Commitment to trauma-informed, client-centred and strengths-based service delivery ○ Commitment to WAGEC’s vision, mission, values. ○ Bi-lingual (not essential but highly considered) 	<p>Demonstrated understanding of WAGEC clients:</p> <ul style="list-style-type: none"> ○ homelessness services and the broader service system ○ women who are in crisis and rough sleeping, currently homeless, and co-morbidities such as AOD, mental health and trauma. ○ women who experience structural discrimination, disadvantage and exclusion including women with no-income or visas, Aboriginal and Torres Strait Islander women and women from cultural and linguistically diverse groups. ○ women and children who are experiencing and/or escaping domestic and family violence ○ negotiating relevant support and government systems (e.g. Housing, Centrelink, Health etc) ○ trauma-informed, client-centred and strengths-based approaches ○ CIMS <p>Demonstrated understanding and application of workplace skills:</p> <ul style="list-style-type: none"> ○ Effective written, oral communication skills applied to diverse audiences ○ Implementing safe working policies and Workplace Health and Safety policies ○ Work as part of a team 	<ul style="list-style-type: none"> ○ Lift moderately heavy items(up to 20kg). ○ May need to lift, bend and carry small children.

Experience and Education

Experience	Education
<p>Essential</p> <ul style="list-style-type: none"> ○ Experience working within a similar service setting ○ Experience providing professional crisis support to diverse women and children escaping domestic and family violence, homelessness and other related complex needs. ○ Experience negotiating and advocating with relevant government systems and support systems including housing, immigration, mental health, AOD, Centrelink etc. <p>Desirable</p> <ul style="list-style-type: none"> ○ Experience working in a trauma-informed, client-centred and strengths-based approach ○ Experience in de-escalating conflict, managing clients who are intoxicated, in distress and/or experiencing mental health episodes. 	<ul style="list-style-type: none"> ○ Relevant tertiary qualifications in social work, community services or relevant work experience. ○ Current Working with Children Check ○ Criminal record check clearance ○ NSW Drivers licence
<p style="text-align: center;"><i>WAGEC is committed to creating an inclusive and diverse staff team. If you think you have what it takes to do this role, but you don't meet our selection criteria, please get in touch anyway to discuss your situation. We recognise that sometimes the right person for a job is based in personal qualities and not just qualifications.</i></p>	

Employee Signature: _____ Date: _____

Manager's Signature: _____ Date: _____