



# McAuley Community Services for Women

A ministry of the Sisters of Mercy

<b>Position:</b>	<b>Residential Support Worker - Family Violence/Homelessness</b>
<b>EFT:</b>	Casual Position- Sleepover
<b>Reports to:</b>	Program Coordinators- McAuley Care, McAuley House.
<b>Role Purpose:</b>	<p>To provide a crisis response, advocacy, accommodation and support services to women and their children who have experienced and are escaping family violence or have experienced long term homelessness.</p> <p>Specifically, this includes:</p> <ol style="list-style-type: none"><li>1. Working autonomously including working sleepover shifts as required.</li><li>2. Providing individualised and family-centred support according to our Direct Practice Competency framework and program goals</li><li>3. Offering continued residential care and emotional support to women and children.</li><li>4. Working collaboratively with team members to provide ongoing flexible support to empower women and children to regain power and control of their lives and exit planning.</li></ol>
<b>Internal Relationships:</b>	The Residential Support Worker will be required to maintain and build a culture of collaboration by developing strong relationships across the organisation with Case Workers, women, staff and volunteers.
<b>External Relationships:</b>	The Residential Support Worker will be required to maintain and build strong relationships with referral services (Safe Steps, EDVOS, WHW), and other services that are involved in the family violence and homelessness sectors.
<b>Remuneration:</b>	Social, Community, Home Care and Disability Services Industry Award – (MA000100). Salary Packaging Available.

ORGANSIATIONAL OVERVIEW	
<b>Service</b>	<p>McAuley Community Services for Women, is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea:</p> <ul style="list-style-type: none"> <li>• <b>Family Violence</b> (McAuley Care Program) A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988.</li> <li>• <b>Homelessness</b> (McAuley House Program) Medium-term community accommodation for women who have experienced homelessness and mental illness, established in 1986.</li> <li>• <b>Employment</b> (McAuley Works Program) An innovative program designed to assist women to re-enter/enter the workforce after experiencing homelessness and/or family violence.</li> </ul>
<b>Mission</b>	<p>McAuley Community Services for Women is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea, impelled by the Gospel of Jesus Christ and enriched by the spirituality of Catherine McAuley, the founder of the Sisters of Mercy.</p> <p>Our mission is to provide accommodation, services, advocacy and support for homeless women, and women and their accompanying children, who experience family violence.</p>
<b>Vision</b>	<p>Through our service, McAuley Community Services for Women is committed to advocate for a better, safer and just society.</p>
<b>Values</b>	<p>McAuley Community Services for Women is committed to:</p> <ul style="list-style-type: none"> <li>• Hospitality</li> <li>• Compassion</li> <li>• Justice</li> <li>• Community</li> </ul> <p>In our daily encounters we offer women the opportunity for empowerment in their lives.</p>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
<p><b>Individualised and Family Support</b></p> <p>(Ref: McAuley's Direct Practice Competencies No.2, 3 and No. 6 Cultural Diversity)</p>	<ul style="list-style-type: none"> <li>- Contribute to the development of a safe and nurturing environment for women and children and promote a child safe environment</li> <li>- Contribute to the provision of high quality support to women and children: needs identification, analysis of situation, risk assessment, and safety planning during crises</li> <li>- Support women and children to access information and resources, which assist them to work towards personal goals: get to appointments as appropriate, fill out forms and applications (IVO, crisis payments) ( McAuley Care)</li> <li>- Facilitate, induction with new clients and documentation on database</li> <li>- Provide emotional support and advocacy for women and children</li> <li>- Communicate sensitively and appropriately with women and children with CALD or Aboriginal backgrounds or with a disability</li> <li>- Identify and respond to the children's needs as part of the family's needs ( McAuley Care)</li> <li>- Consult with direct line manager/On Call service about referrals and any client incident</li> </ul>
<p><b>Residential Care</b></p> <p>(Ref: McAuley's Direct Practice Competencies No.2 &amp; 5)</p>	<ul style="list-style-type: none"> <li>- Ensure that women and children's immediate needs are met: clothing, food, toiletries, essential medications, etc.</li> <li>- Undertake rostered duties including sleepovers and preparation of crisis units for new women and children</li> <li>- Complete household duties including cleaning, shopping, Keeping up the overall maintenance of site basic cleaning – linen washed after clients have left, check the overall cleanliness of units, maintain storage room and ensure space is organised for donations</li> <li>- Establish effective working relationships with partner agencies providing services and support for women and children such as Safe Steps</li> </ul>

<p><b>Understanding Family Violence and Homelessness</b> (Ref: McAuley's Direct Practice Competencies No.1)</p>	<ul style="list-style-type: none"> <li>- Communicate a shared understanding with clients of power and gender issues in family violence and their effects on children and young people</li> <li>- Provide families with information that is relevant, accurate, up to date and easy to understand</li> <li>- Have an awareness of other issues that may affect women and their children's choices and decisions such as immigration status, cultural issues, effects of torture and trauma and financial status</li> </ul>
<p><b>Risk Management &amp; Compliance</b> Ref: McAuley's Direct Practice Competencies</p>	<ul style="list-style-type: none"> <li>- Adhere to the risk assessment processes, informing each woman of her right to safety, and assist her to identify potential safety risks and needs for herself and her children</li> <li>- Observe safe work practices in accordance with training and instruction given, and report any risk to the Program Co-ordinator</li> <li>- Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees, volunteers and visitors</li> </ul> <p>Ensure ongoing accurate record keeping, including case notes, completed forms and reports according to program guidelines and agency registration obligations</p> <ul style="list-style-type: none"> <li>- Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development</li> <li>- Participate in annual performance appraisal</li> </ul>
<p><b>Self-Management</b> (Ref: McAuley's Direct Practice Competencies No.8)</p>	<ul style="list-style-type: none"> <li>- Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events</li> <li>- Maintain professional knowledge and propose access to relevant training to ensure high quality service provision</li> <li>- Monitor own work and initiate discussion about any concerns including stress levels with the Program Coordinator</li> <li>- Be aware of the effects of vicarious trauma and seek support if required</li> </ul>
<p><b>Team Work</b> (Ref: McAuley's Direct Practice Competencies No.4)</p>	<ul style="list-style-type: none"> <li>- Contribute to the development of an integrated team by participation in team meetings, program development, handovers, staff meetings and network gatherings</li> <li>- Mentor and provide practical support to volunteers</li> <li>- Actively seek and be willing to participate in regular supervision and reflective practice</li> <li>- Assist team members as required</li> </ul>

## **KEY SELECTION CRITERIA**

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*Please address each of these in your application*

### **Essential Requirements**

1. An understanding of, and commitment to, the operations of McAuley Community Services for Women and its philosophy and core values.
2. Demonstrated experience in communicating with service providers as appropriate to ensure the client's needs are met.
3. The ability to apply a flexible, non-judgmental and empowering approach to service delivery.
4. The ability to manage service obligations including confidentiality, duty of care, mandatory reporting, other relevant legislation and professional conduct.
5. Ability to communicate effectively with people from diverse cultural backgrounds and with linguistic needs.
6. Qualifications in social work, community services, welfare or a related discipline, or demonstrated experience working with clients with complex needs, preferably in a residential setting.
7. Good written and verbal communication skills.
8. Proficiency in Microsoft Office suite.
9. Ability to work autonomously (sole worker) and commit to casual shifts as requested ensuring availability as required.

### **Preferred Requirements**

1. Knowledge of the Family Violence Protection Act 2008 and understanding of Family Violence issues is desirable.
2. Experience maintaining program data on a relevant computer program e.g. SHIP.

**CONDITIONS OF EMPLOYMENT**

- This position is offered on a probationary period of 6 months in accordance with the *Fair Work Act 2010*. This period may be subject to extension of the probation period for up to a further 3 months subject to an agreed work performance plan that encompasses and measures, but is not limited to, the following:
  - To demonstrate a commitment to McAuley Community Services for Women’s Code of Conduct and Values.
  - To demonstrate an ability to meet the expected standards of performance and competencies in relation to the requirement of the position description.
- Monthly supervision will be required and Annual Performance review will take place 12 months after the commencement date.
- This position description will be regularly updated in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- Current Victorian Driver’s Licence.
- Current Working with Children’s Check
- Qualifications in social work, community services, welfare or a related discipline, or demonstrated experience working with clients with complex needs, preferably in a residential setting
- All McAuley Community Services for Women’s employees are required to:
  - Comply with all McAuley Community Services for Women’s policies and procedures
  - Comply with all Occupational Health and Safety legislation and regulation
  - Comply with all other Commonwealth and State legislation relevant to the organisation
  - Uphold and enhance the reputation of McAuley Community Services for Women
  - Maintain the highest standards of integrity and behaviour in line with McAuley Community Services for Women’s Code of Conduct and undertake identified training and professional development activities/programs.

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**Job Description Acknowledgement**

I have received, reviewed and fully understand the job description for Residential Support Worker. I further understand that I am responsible for the satisfactory execution of the essential functions described therein.

Employee Name \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_