



# McAuley Community Services for Women

A ministry of the Sisters of Mercy

<b>Position:</b>	<b>Residential Support Worker (Day)</b>
<b>EFT:</b>	Full-time
<b>Reports to:</b>	Program Coordinator – Skills for life
<b>Role Purpose:</b>	<p>The role of the Residential Support Worker (Day) is to work as a member of the Skills for life team to provide:</p> <ul style="list-style-type: none"> <li>• <b>Individualised Support:</b> Empower and provide support in independent living skill development; and support participant’s progress towards obtaining their case-plan goals and objectives.</li> <li>• <b>Residential Support:</b> Work closely with the Program Coordinator and other staff, to assist with the day to day running of McAuley House, while promoting the McAuley Community.</li> <li>• <b>McAuley Program Participation:</b> Enthusiastically encourage and motivate women to participate in all program activities that assist progress toward individual’s case-plan, and independent living goals and objectives.</li> </ul>
<b>Internal Relationships:</b>	<p>The Residential Support Worker will be required to build and maintain a culture of collaboration by developing strong relationships across the organisation with women, staff and volunteers.</p> <p>In particular:</p> <ul style="list-style-type: none"> <li>• Skills for life staff and volunteers;</li> <li>• McAuley house and McAuley care case-management, and residential support worker team members;</li> <li>• McAuley works case managers;</li> <li>• Residents of McAuley House;</li> <li>• Visitors to McAuley House;</li> </ul>

<b>External Relationships:</b>	The Residential Support Worker will be required to maintain connection with the program's key partners as directed by the Program Coordinator.
<b>Remuneration:</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010.</i> Salary Packaging available.
<b>Location Base:</b>	Primary location: McAuley House (1-3 Pickett St Footscray). Work at McAuley Care, and travel to other sites will also be required.

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) A 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> <li>• <b>Skill development</b> (McAuley Skills life program) A social inclusion and skill development program assisting women to build upon their capacity to live fulfilling, independent lives.</li> </ul>
<b>Mission</b>	Creating a world that enables women and their children to participate in society on their own terms through innovative services, advocacy and a caring community... so violence and homelessness can be eradicated.
<b>Vision</b>	Women are safe, supported and empowered to achieve their highest potential... All home safely.
<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> </ul>

	<ul style="list-style-type: none"> <li>• Community ;</li> </ul> <p>In our daily encounters we offer women the opportunity for empowerment in their lives.</p>
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JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
<b>Individualised and family Support / service delivery</b>	<ul style="list-style-type: none"> <li>• To undertake duties according to the standards outlined in the McAuley Practice Manuals and Direct Practice Policies and Procedures.</li> <li>• To empower and provide support in independent living skill development; strengthening each woman’s capacity for independent living. Skill development areas include: financial management including budgeting and paying bills; travel training; home/living environment care and maintenance; meal preparation; appointments and planning; personal hygiene assistance, health and wellbeing, and social connections.</li> <li>• To accompany women to appointments as required.</li> <li>• To support and empower residents/residents to achieve their self-identified goals and/or case-plan objectives.</li> <li>• Encourage and motivate women to be involved in the day-to-day care of McAuley House, paying particular attention to communal living areas.</li> <li>• Encourage and motivate women to be involved in the McAuley Community; including McAuley’s Social Inclusion and Food for life program activities.</li> <li>• Assist with tenancy maintenance requirements including, undertaking scheduled room inspections in consultation with the Program Coordinator.</li> <li>• Physically assist women to move residence/ accommodation upon entry and exit of McAuley House.</li> <li>• To take a lead role in celebrating significant events for residents including birthdays.</li> <li>• To provide other related support services as required in collaboration with other staff and the women’s individual support and care plans.</li> </ul>
<b>Residential Care</b>	<ul style="list-style-type: none"> <li>• Welcome women moving in to McAuley House, ensuring that their immediate needs are met including: clothing, food, toiletries, etc.</li> <li>• Oversee medication storage and distribution in consultation with the McAuley House Program Coordinator and Community Health Registered Nurse.</li> <li>• To prepare and serve meals on occasion/as required.</li> <li>• To undertake domestic and housekeeping tasks.</li> </ul>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• To facilitate house meetings.</li> <li>• Assist where possible and appropriate with related activities and community programs or workshops that occur in the house setting .</li> <li>• To provide hospitality to visitors and staff by assisting in reception and other related administration support.</li> <li>• To accompany trades and maintenance people onsite.</li> <li>• To set up meeting and event rooms.</li> <li>• Promote level 3 as the 'Community Hub' of McAuley House.</li> <li>• Other duties as directed by Program Coordinator.</li> </ul>
<b>Understanding Family Violence and Homelessness</b>	<ul style="list-style-type: none"> <li>• Provide women with information that is relevant, accurate, up to date and easy to understand.</li> </ul>
<b>Risk Management and compliance</b>	<ul style="list-style-type: none"> <li>• Observe safe work practices in accordance with training and instruction given, and report any risk to the Program Coordinator.</li> <li>• Ensure ongoing accurate record keeping, including case-notes, completed forms and reports according to program guidelines.</li> <li>• Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development.</li> </ul>
<b>Self Management</b>	<ul style="list-style-type: none"> <li>• Adapt communication style dependent on the context, situation and needs of the individual.</li> <li>• Maintain professionalism at all times.</li> <li>• Work autonomously as required.</li> <li>• Seek out supervision and debriefing through line management as required.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Participate in case-coordination and case-planning meetings.</li> <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> <li>• Promote a strong team approach, ensuring a workplace culture of cooperation, encouragement, affirmation and accountability.</li> <li>• Participate in appropriate professional development opportunities.</li> <li>• Participate in monthly Birthday night program.</li> </ul>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Follow policies, procedures and guidelines relating to record keeping and administration.</li> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner, including: case note recording, reporting, data entry and retrieval, in accordance with Program procedures.</li> <li>• Ensure adherence to privacy, confidentiality, health records and data protection laws at all times.</li> </ul>
<b>Planning &amp; Development</b>	<ul style="list-style-type: none"> <li>• Participate in the development and implementation of the policies and procedures as required.</li> <li>• Participate in an annual performance appraisal .</li> <li>• Assist to identify areas of un-met need and Program development opportunities.</li> </ul>
CORE COMPETENCIES	RESPONSIBILITIES
<b>Seeing the Big Picture</b>	<ul style="list-style-type: none"> <li>• Understand how own role supports organisational vision, values and goals.</li> <li>• Knowledge of full range of McAuley services &amp; programs.</li> <li>• Knowledge of homelessness, family violence and mental health sectors.</li> <li>• Participates in continuous improvement for sustainable outcomes.</li> <li>• Demonstrate and model a 'best practice' approach to all Skills for life program activities.</li> </ul>
<b>Client Focus</b>	<ul style="list-style-type: none"> <li>• Contributes to McAuley's integrated client continuum of care.</li> <li>• Provides high quality integrated services and programs.</li> <li>• Co-operates with others across and outside the organization.</li> <li>• Ensures compliance through policies and procedures to minimise risk and ensure quality service provision.</li> </ul>
<b>Engaging People</b>	<ul style="list-style-type: none"> <li>• Communicates with clarity, conviction and respect.</li> <li>• Contributes to integrative teamwork and/or Leadership.</li> <li>• Values input and contribution from others.</li> <li>• Builds strong networks and collaborative partnerships.</li> </ul>
<b>Reflective practice</b>	<ul style="list-style-type: none"> <li>• Effectively manages self and priorities to carry out assigned work safely.</li> </ul>

JOB SPECIFIC COMPETENCIES	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Participates in regular supervision and team meetings using a strengths based approach.</li> <li>• Reflects on own strengths and areas for development.</li> <li>• Seeks and provides evidence based feedback.</li> </ul>

## KEY SELECTION CRITERIA

### Essential Requirements

1. Appropriate level qualifications relevant to the delivery of human services programs with a focus on client wellbeing (Social Work, Community Services, Community Development, Mental Health, Disability, or similar).
2. Demonstrated experience working in at least one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence.
3. Experience responding to and supporting people with complex support needs.
4. Highly developed interpersonal, communication and negotiating skills and the ability to deal with complex situations.
5. Computer literacy in Windows, Word, Excel, email and internet.
6. Physical fitness and ability to lift, carry, and move items up to the weight of 15kg.

### Preferred Requirements

1. Experience working with people to develop independent living skills; and supporting participant's progress towards obtaining their case-plan goals and objectives.
2. Experience maintaining program data on a relevant computer program e.g. SHIP.
3. Knowledge and understanding of the Family Violence Protection Act 2008, the Child Protection protocols and Child Safe Standards (2016 Victoria).

## 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:
  1. To demonstrate a commitment to McAuley Community Services for Women's Code of Conduct and Values.
  2. 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:
  1. Comply with all McAuley Community Services for Women's policies and procedures
  2. Comply with all Occupational Health and Safety legislation and regulation
  3. Comply with all other Commonwealth and State legislation relevant to the organisation
  4. Uphold and enhance the reputation of McAuley Community Services for Women
  5. 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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### Position description acknowledgement:

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

Employee name \_\_\_\_\_ Date \_\_\_\_\_

Employee signature \_\_\_\_\_ Date \_\_\_\_\_