

Residential Support Worker – Homelessness

Job and Person Specification

The Job and Person Specification forms a part of an integrated planning process to ensure that individual performances align with the requirements of the NDIS Coordination and Support role and with ASG's strategic directions. The Job and Person Specification also provides the basis on which selection criteria for the position may be determined.

GENERAL DESCRIPTION

Position:	Residential Support Worker	Program:	Western Adelaide Aboriginal Specific Homelessness Service (WAASHS)
Reports to:	Manager, Homelessness	Location:	Adelaide
Status:	Full Time, Part Time, Casual	Salary:	Level 2, Pay Point 1 (SACS Award)

PURPOSE STATEMENT

Aboriginal Sobriety Group Indigenous Corporation (ASG) is a community-based organisation providing care and support to Aboriginal and Torres Strait Islander people to sustain social, emotional and economic wellbeing. It is the aim of ASG to improve the quality of life for Aboriginal people through the provision of a diverse range of programs and culturally appropriate supports.

ROLE PURPOSE

ASG's Western Adelaide Aboriginal Specific Homelessness Service (WAASHS) offers supported transitional and crisis accommodation and other related services including information, advocacy and referral to individuals, couples and families who are homeless, at risk of homelessness, need long term housing access or require supported accommodation. The primary role of Residential Support Workers (Homelessness) is to provide practical support to clients in ASG's homelessness services. This includes: working as a member of the team to assist clients with day to day tasks including menu planning and shopping, household tasks (cleaning, washing, cooking); working closely with clients to achieve their goals through mentoring and referrals to appropriate support services; ensuring use of established systems for data collection and associated reporting requirements are timely and accurate.

Job and Person Specifications (Key Result Areas):

Key Result Areas	Expectations of the Employee	KPIs
Provision of day-to-day practical support, guidance and mentoring	Work as a member of a small team providing practical care and support to clients in ASG's homelessness accommodation in the western suburbs of Adelaide	Operates as a team player and assist others when required
	Ensure accommodation services meet the required standards of operation for cleanliness, health, safety and security	
	Assist in providing clients with information, support, advocacy and relevant services as appropriate, under the 'gateway' framework to accessing services	ASG's homelessness accommodation is clean, tidy and meets health and safety requirements
	Undertake routine administrative tasks associated with the care of clients (including assisting clients with the management of prescribed medications) and completion of H2H data	The number of documented support episodes including referrals to services
	Ensure clients are provided with culturally appropriate support with daily living needs including access to social wellbeing, health and community services and programs to assist them to improve their wellbeing and reduce substance dependency and homelessness	H2H client data is up-to-date and is completed on a regular basis
Key Result Areas	Expectations of the Employee	KPIs
Provide a high standard of	Undertaking and assist with cleaning, cooking, laundry and garden duties as required and on a routine basis (where possible engaging clients in these activities as they move towards independent living)	Evidence is available (minutes, case notes) that clients are engaged in

Key Result Areas	Expectations of the Employee	KPIs
accommodation services	Ensure ASG's homelessness accommodation services are adequately stocked with groceries and household cleaning items, and maintain a log of items required	house meetings and have input to menu planning and cultural activities
	Ensure building maintenance is reported and or undertaken to ensure client and worker safety by arranging for maintenance work to be carried out on an as needs basis	Documented evidence of maintenance requests being lodged and resolved
Program and Organisational Activities	Promoting service by undertaking promotional work including presenting information to Aboriginal and other communities through networking, talks and presentations	Client and community feedback and comments are positive and constructive
	Develop and maintain good working relationships with clients, colleagues and external individuals, groups, organisations and networks in a professional manner	Clients have their needs met and are able to meet their goals (% of goals achieved)
	Contribute to the development and implementation of ASG's homelessness service model	
	Participate and actively collaborate with other employees in the workplace and attend and participate in team meetings as required	
	Promote and present a positive image of Aboriginal Sobriety Group Indigenous Corporation to other staff, clients and the community in general	Team members are able to rely on you for support and back-up
	Promoting holistic options to client group, along the continuum of care, inclusive of self-care measures and service supports to maximise wellbeing	Evidence of engagement with external service providers who can assist ASG clients
	Maintain positive working relationships with other team members and staff of other ASG Programs	
Working as a Team	Support team members to perform to their best capabilities, ensuring professional conduct both within ASG and across the homelessness and AOD service sectors	Employees feel supported and are confident about their role and responsibilities
	Ensure that all required screenings, licences and certificates are up-to-date (ASG Employee Compliance)	
	Provide guidance and advice to team members to ensure services are delivered in a way that contributes positively to a client's experience	All employees meet legislative compliance and have completed training relevant to their role
	Contribute to the team's achievement of defined Homelessness service requirements (as outlined in the Alliance Service Agreement) by being a role model and supporting team members	
	Coordinate the provision of support to clients on day-to-day basis across all operational matters	Supervision sessions, performance review and training and development
Training and Qualifications	<ul style="list-style-type: none"> - Certificate IV in Community Services or any other studies that have a focus on homelessness, alcohol and other drugs - qualifications in Social Sciences and Human Services - willingness to participate in professional development or job specific training as required 	Formal Qualifications
Experience and Knowledge	<ul style="list-style-type: none"> - an insight into urban, rural and traditional Aboriginal cultures - demonstrable experience in working in a similar role (i.e. any role that is focused on supporting Aboriginal and Torres Strait Islander people) - detailed knowledge of the South Australia homelessness sector, particularly as it relates to Aboriginal people - experience and knowledge in best practice when working with Aboriginal people, organisations and communities - experience in working with people who may be recovering from alcohol and drug use and misuse - experience working as part of a team experience in the coordination and delivery of support services to Aboriginal people 	Demonstrable experience

Key Result Areas	Expectations of the Employee	KPIs
Skills and Abilities	<ul style="list-style-type: none"> - a strong and ethical client service approach - ability to multitask across programs and prioritise competing demands - excellent demonstrable written and oral communication skills - sound knowledge of the MS Office suite of applications - strong administrative and computer skills 	Demonstrable skills and abilities
Meeting Corporation Requirements	<p>Work in a collegiate relationship with ASG employees, relevant community groups and organisations that ASG work with across all program areas</p> <p>Participate in, and contribute to, staff meetings as required</p> <p>Participate in collaborative and respectful working relationships with government and non-government agencies</p> <p>Assist the ASG Board of Directors, the Chief Executive Officer and Executive in the pursuit of service excellence cross all program areas</p>	<p>ASG employees and external networks provide positive feedback</p> <p>The ASG Compliance and Training Register reflects 100% compliance for you and employees in your team</p> <p>Active participation and contributions to quality improvement programs e.g. <i>Australian Service Excellence Standards (ASES)</i></p>
Clearances, Licences and Certificates	<p>All ASG employees are required to hold valid and current screenings, licences and certificates. These include, but are not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Aged Care Sector Employment <input type="checkbox"/> Drivers Licence <input type="checkbox"/> General Employment Probity <input type="checkbox"/> Medication Administration <input type="checkbox"/> National Police Check <input type="checkbox"/> NDIS Worker Clearance <input type="checkbox"/> Provide First Aid Certificate <input type="checkbox"/> Safe Environments – Through their Eyes Certificate <input type="checkbox"/> Vulnerable Person Related Employment <input type="checkbox"/> Working With Children Check 	The ASG Compliance and Training Register reflects that all employees in the ASG NDIS Service have all required screenings, licences and certificates
Work, Health and Safety	At ASG, WHS is everybody's responsibility. Employees at all levels are required to follow defined ASG WHS work practices and policies and procedures that focus on work, health, safety and wellbeing for employees and clients.	<p>Completion of Incident Reports</p> <p>Participation in the identification of risks and hazards (and solutions)</p>
Equal Opportunity - Responsibility Statement	Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.	Treating all employees, partners, networks and clients equally
Culture and Code of Conduct	At Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced when you participate, and in joining our team, you share our commitment to providing the best service to Aboriginal communities. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things.	Professional conduct is maintained at all times

Key Result Areas	Expectations of the Employee	KPIs
	At work and when representing ASG at external meetings, events and functions, we act with integrity and professionalism, in our dealings with each other, our clients and our networks. We have a commitment to ongoing professional development and to foster an environment where everyone’s contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.	
Certification	The details contained in this Job and Person Specification are an accurate - as possible - statement of the duties, responsibilities and other requirements for the job. Duties and responsibilities for this position are not definitive. Duties may be added, deleted or modified, in consultation with employees, as necessary.	Prepared to undertake any other duties as required
Other Conditions	<p>Other conditions include:</p> <ul style="list-style-type: none"> - any other duties as requested and directed - ASG reserves the right to request employees to undertake random drug and alcohol testing - ASG support non-smoking environments and smoking cessation - conditions of employment reflect the National Employment Standards, the ASG Enterprise Bargain Agreement and the SACS Award - evidence of COVID-19 vaccinations required - travel across metropolitan Adelaide - where ASG have concerns that your level of fitness is affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation - duties of the position may vary according to business needs - work from any other ASG site as required 	<p>Flexible, can do attitude</p> <p>Assisting other ASG program areas</p> <p>Working from other ASG sites as required</p>

Employee’s Name:

Employee’s Signature:

Date:

Chief Executive Officer’s Name:

Chief Executive Officer’s Signature:

Date:
