

| | | |
|--|--|---|
| Position | Serenity House Support Worker | |
| Key Requirements (Qualifications, Skills, Knowledge and Experience) | <p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Minimum of Cert IV in Community Services or Alcohol and Drug Services or an associated qualification, or willingness to undertake training towards this. • Demonstrated experience and/or understanding of alcohol and drug sector. • Workplace level 2 First Aid certificate. • Current driver licence. • Satisfactory national police check. • Assist with Medication attainment or willingness to undertake. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • A good understanding of the causes of homelessness and addiction related issues: <ul style="list-style-type: none"> ○ Knowledge of drugs and their effects; ○ Knowledge of symptoms of intoxication and withdrawal; ○ Knowledge and experience in conducting alcohol and other drug assessments, brief interventions, and other health interventions (as appropriate); ○ Knowledge of motivational interview techniques; ○ Knowledge of relapse prevention strategies. • Working With Vulnerable People Card or willingness to obtain. • Highly developed communication skills. • Ability to maintain positive professional relationships with clients and staff. • Success in delivering support to clients with complex needs. • Demonstrated skill in maintaining positive key stakeholder relationships. • Demonstrated ability to work unsupervised. • Positive history of following organisational policies and procedures. • A working knowledge of computers and computing software i.e. computers, laptops, printers, Microsoft Office, Windows etc. | |
| Summary of Role (inc. Role Purpose) | <p>The position requires the employee to develop working relationships with management, peers and other functional areas within the organisation.</p> <p>Primarily the Support Worker will be responsible for: Client Supervision - Facilitating the smooth day-to-day interactions between residents within the service and monitoring their adherence to organisational policies and procedures; Service Delivery – Ensuring clients receive the appropriate and adequate levels of support and care; Administration –professionally maintaining Centre records to high standards. Ensuring all completed documentation is clear, accurate and concise; Sleepovers – When required, providing support to clients overnight; Property Maintenance and care – supporting the Centre Supervisor to ensure that the property is well maintained and kept in good working order; and Learning and Innovation - Participating in ongoing personal and professional development.</p> | |
| Client Supervision | <p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> • Ensure clients receive adequate supervision, support and direction and adhere to organisational P&P and guidelines. • Work with clients within policy guidelines to address any complaints or issues raised. | <p style="text-align: center;">Key Performance Indicators (observable and measurable)</p> <ul style="list-style-type: none"> • Client feedback surveys indicate they feel supported whilst staying at Serenity House. • Clients demonstrate and report that they understand their rights and responsibilities. • Clients report satisfaction that their |

| | | |
|--------------------------------|--|---|
| | <ul style="list-style-type: none"> • Regular recording and monitoring of clients' blood/alcohol levels as per established procedures. • Supervise clients' self-administration of medication in line with the organisation's policy on medication handling "DSP08-016 Medication Management". | <p>complaints are addressed.</p> <ul style="list-style-type: none"> • Documented monitoring and support occurs in line with policy. • Appropriate record keeping is maintained. • Clients report experiencing stable levels of health and wellbeing. • Zero medication incidents due to Support Worker error. • Medication is stored and monitored in line with City Mission's policies. |
| <p>Service Delivery</p> | <ul style="list-style-type: none"> • Support clients during their stay using strength-based approach utilising Outcomes Star framework. • Work alongside clients to identify areas of need during stay. • Work alongside clients to identify ways of addressing needs during and after stay. • Transport clients to and from appointments outside of Serenity House (e.g. health, legal, pharmacy, Bridge Program etc.) • Maintain positive ongoing relationships with a range of key stakeholders and partners. • Monitor and review client records in accordance with all legal, ethical, service guidelines and P&P. • Keep up to date on trends within the Alcohol, Tobacco and other Drug sector and contribute to the promotion of best practice principles within the service. • Ensure that confidentiality is maintained as outlined in the organisation's policies • Support clients in case of conflict within the service. • Ensure the safety of all clients at all times of support. • Assist the Serenity House Supervisor with additional duties that are appropriate to service delivery. • Treat clients with respect and dignity no matter what their background, culture, religious belief or sexual orientation/background. | <ul style="list-style-type: none"> • Clients provide positive feedback in surveys and Compliment and Complaint forms. • Outcomes Star mapping shows change. • Clients report needs being identified and addressed in surveys. • Case notes show clients being supported. • Appointments are shown in diary and notes indicate attendance. • Stakeholder surveys indicate positive relationships exist with external stakeholders. • Client records are fully maintained and are in line with legislative and ethical guidelines and requirements. • Sector plans and papers are read and feedback is forwarded to supervisor. • Client confidentiality is maintained in line with organisational policies and guidelines. • Clients report being able to resolve points of conflict that may arise. • Client surveys and feedback report of feeling safe during the support period. • Clients reporting being informed of and understanding organisational guidelines. • Support for the Serenity House Supervisor is available when requested. • A culture of mutual respect is evident. |
| <p>Administration</p> | <ul style="list-style-type: none"> • Report to supervisor regarding critical incidents and important WHS issues. • Ensure all documentation and record | <ul style="list-style-type: none"> • All critical incidents and WHS issues are reported within appropriate timeframes and documentation completed. |

| | | |
|---|--|--|
| | <p>keeping is completed.</p> <ul style="list-style-type: none"> • Ensure all communication is clear, courteous and concise. • Ensure the completion of time sheets and that no overtime or annual leave is taken without prior permission of the Serenity House Supervisor or the AOD and Housing Manager. • Assist with general reception duties including making and receiving telephone calls for clients, general filing, filling out application forms and answering enquiries. • Process paperwork and conduct bag checks for clients upon entry or during routine room searches when necessary. • Work with Serenity House Supervisor to ensure all areas of inventory are appropriate for service delivery. | <ul style="list-style-type: none"> • Case notes are regular, detailed and up to date. • Diary communication is regular, detailed and up to date. • Internal and external electronic or verbal communication is in line with communication policy. • Timesheets are accurate and any overtime or leave taken has been authorised. • The office runs smoothly and all paperwork is up to date. • Clients report awareness of the processes involved when entering the service and all checks are documented. • Inventory of office and cleaning supplies and food is maintained to ensure the effective operation of the service. |
| <p>Sleepovers</p> | <ul style="list-style-type: none"> • Address any disturbances in a timely manner. • Document disturbances as per guidelines. | <ul style="list-style-type: none"> • Disturbances are all addressed and documented appropriately. • Timesheets are filled in correctly noting disturbances and any overtime. |
| <p>Property maintenance and care</p> | <ul style="list-style-type: none"> • Ensure any maintenance required is reported to Serenity House Supervisor in a timely manner. • Conduct regular room/property inspections to ensure appropriate care of property is maintained. • Check internal and external areas are kept clean and presentable. • Ensure all vacated rooms are cleaned and made ready for new clients as soon as possible. • Ensure the office is left in a clean a presentable manner at the end of each shift. • Ensure that all areas of the property that store confidential material is appropriately secured at all times. • Ensure that all medications are stored in line with the organisation's P&P. • Monitor that the duty checklists are completed in a timely manner to ensure the premises are maintained well. | <ul style="list-style-type: none"> • Maintenance requests are submitted in a timely manner. • Rooms are clean and well maintained. • The property is kept clean and presentable. • Rooms are available to new clients in a timely manner. • The office is kept clean and tidy. • The security of premises and client information is maintained. • The medication cabinets are found to be secured at all times and medication is stored in line with policy. • Clients report understanding of duty roster and tasks are completed. |



LAUNCESTON CITY MISSION VALUES

| | |
|--------------------|---|
| Faith | We have confidence that ethical actions will bring good results. |
| Justice | We take personal responsibility to uphold what is pure, right and true. |
| Compassion | We invest whatever is necessary to heal the hurts of others. |
| Flexibility | We are attentive and responsive to the changing needs in our community |
| Enthusiasm | We express joy in our work as we give it our best effort. |