

Position	Support Worker Property Care Missiondale	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Minimum Cert III in Community Services or similar. • Demonstrable experience in property maintenance, or facilities management, or gardening or landscaping or similar. • Understanding and evidence of safe workplace practices. • Workplace level 2 First Aid certificate or willingness to obtain. • Ability to work with and impart skills to a diverse team including those from disadvantaged and vulnerable backgrounds. • Ability to maintain positive professional relationships with clients and staff. • Highly developed communication skills. • Good computer skills and knowledge of relevant software, including MS Office. • Ability to handle pressure. • Current drivers' licence. • National Police Check is required for all roles at LCM. • Working with Vulnerable People Check, or willingness to obtain. <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. • Success in building and maintaining positive key stakeholder relationships. • Demonstrated time management skills and the ability to prioritise work. • Attention to detail and problem-solving skills. • Positive history of following organisational Policy & Procedures. • Demonstrated history of setting and applying good professional boundaries. 	
Summary of Role (inc. Role Purpose)	<p>The Support Worker Property Care role is responsible for supporting and training clients in basic gardening and minor property maintenance skills (e.g. lawnmowing). They will contribute to assisting clients to develop skills that will encourage improvement of basic skills and self-esteem. Working with the Skills Development team, they will deliver basic WHS training and supervise safe completion of basic tasks. This role reports directly to the Team Leader Admin and Skills Development but will also liaise closely with the Maintenance and Logistics Coordinator. They will demonstrate high levels of communication, collaboration, and administration to achieve this.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Property Upkeep	<ul style="list-style-type: none"> • Supervising clients in minor maintenance of grounds and buildings on the property. 	<ul style="list-style-type: none"> • The grounds and buildings are presented in a clean, well-maintained manner.

	<ul style="list-style-type: none"> Supervise and monitor room inspections, exits, furniture and equipment in the accommodation areas. Oversee cleaning, linen, workwear and other stores for clients. Managing our fleet of vehicles, ensuring they are serviced in a timely manner and all other issues are resolved effectively. 	<ul style="list-style-type: none"> Damaged and faulty equipment is reported and repaired or replaced in a timely manner. Cleaning, linen and workwear and other stores are well stocked at all times. Vehicles are well maintained and serviced and roadworthy.
Supervision and Training	<ul style="list-style-type: none"> Integrate supervision with skills development of clients around care and maintenance of property and equipment. Support clients participation in the upkeep of the property. Deliver basic WHS training to clients. Supervise in a manner that builds clients confidence and self-esteem, using TC Guidelines, processes, and Values. 	<ul style="list-style-type: none"> Clients report receiving support. Clients report increased skills and knowledge in performing tasks. Program and systems promote the TC Guidelines. Supervision of clients, maintaining WHS Guidelines, processes, and Values.
WHS	<ul style="list-style-type: none"> Ensure safe work practices are always followed. Operate with a Duty of Care for self, colleagues, and clients. Operate within the organisation's WHS policy and guidelines. Maintain professional boundaries in line with policy. Participate in regular Clinical Supervision. 	<ul style="list-style-type: none"> No injuries due to inappropriate work practices. Risks assessments are up to date. Hazards are detected and reported. WHS policy and guidelines are followed. Professional boundaries are maintained. Undertakes authorised number of supervision sessions per annum. Employee reports feeling adequately supported.
Learning and Innovation	<ul style="list-style-type: none"> Maintain an up-to-date knowledge of the resources available. Participate in ongoing personal and professional development. Participate in staff reviews. 	<ul style="list-style-type: none"> Resource knowledge is up to date. Shows initiative in identifying training and professional development programs and bringing to the attention of Management. Contribution and participation in staff review is undertaken.

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 work with passion and commitment to achieve our goals