

<p><b>Position</b></p>	<p>Serenity House Support Worker</p>	
<p><b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b></p>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Minimum of Cert IV in Community Services or Alcohol and Drug Services or an associated qualification, or willingness to undertake training towards this.</li> <li>• Demonstrated experience and/or understanding of alcohol and drug sector.</li> <li>• Workplace level 2 First Aid certificate.</li> <li>• Current driver licence.</li> <li>• Satisfactory national police check.</li> <li>• Tasmanian Working with Vulnerable People (WWVP) check.</li> <li>• Assist with Medication attainment or willingness to undertake.</li> </ul> <p><b>Desirable Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.</li> <li>• A good understanding of the causes of homelessness and addiction related issues:                             <ul style="list-style-type: none"> <li>○ Knowledge of drugs and their effects.</li> <li>○ Knowledge of symptoms of intoxication and withdrawal.</li> <li>○ Knowledge and experience in conducting alcohol and other drug assessments, brief interventions, and other health interventions (as appropriate).</li> <li>○ Knowledge of motivational interview techniques.</li> <li>○ Knowledge of relapse prevention strategies.</li> </ul> </li> <li>• Highly developed communication skills.</li> <li>• Ability to maintain positive professional relationships with clients and staff.</li> <li>• Success in delivering support to clients with complex needs.</li> <li>• Demonstrated skill in maintaining positive key stakeholder relationships.</li> <li>• Demonstrated ability to work unsupervised.</li> <li>• Positive history of following organisational policies and procedures.</li> <li>• A working knowledge of computers and computing software i.e., computers, laptops, printers, Microsoft Office, Windows etc.</li> </ul>	
<p><b>Summary of Role (inc. Role Purpose)</b></p>	<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:</p> <ul style="list-style-type: none"> <li>• Client Supervision - Facilitating the smooth day-to-day interactions between residents within the service and monitoring their adherence to organisational policies and procedures.</li> <li>• Service Delivery – Ensuring clients receive the appropriate and adequate levels of support and care.</li> <li>• Administration –professionally maintaining Centre records to high standards. Ensuring all completed documentation is clear, accurate and concise.</li> <li>• Sleepovers – When required, providing support to clients overnight.</li> <li>• 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.</li> </ul>	
	<p><b>Key Responsibilities</b></p>	<p><b>Key Performance Indicators (observable and measurable)</b></p>

<p><b>[Client Supervision]</b></p>	<ul style="list-style-type: none"> <li>• Ensure clients receive adequate supervision, support and direction and adhere to organisational P&amp;P and guidelines.</li> <li>• Work with clients within policy guidelines to address any complaints or issues raised.</li> <li>• Regular recording and monitoring of clients’ blood/alcohol levels as per established procedures.</li> <li>• Supervise clients’ self-administration of medication in line with the organisation’s policy on medication handling “DSP08-016 Medication Management”.</li> </ul>	<ul style="list-style-type: none"> <li>• Client feedback surveys indicate they feel supported whilst staying at Serenity House.</li> <li>• Clients demonstrate and report that they understand their rights and responsibilities.</li> <li>• Clients report satisfaction that their complaints are addressed.</li> <li>• Documented monitoring and support occur in line with policy.</li> <li>• Appropriate record keeping is maintained.</li> <li>• Clients report experiencing stable levels of health and wellbeing.</li> <li>• Zero medication incidents due to Support Worker error.</li> <li>• Medication is stored and monitored in line with City Mission’s policies.</li> </ul>
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Support clients during their stay using strength-based approach utilising Outcomes Star framework.</li> <li>• Work alongside clients to identify areas of need during stay.</li> <li>• Work alongside clients to identify ways of addressing needs during and after stay.</li> <li>• Transport clients to and from appointments outside of Serenity House (e.g., health, legal, pharmacy, Bridge Program etc.).</li> <li>• Maintain positive ongoing relationships with a range of key stakeholders and partners.</li> <li>• Monitor and review client records in accordance with all legal, ethical, service guidelines and P&amp;P.</li> <li>• 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.</li> <li>• Ensure that confidentiality is maintained as outlined in the organisation’s policies.</li> <li>• Support clients in case of conflict within the service.</li> <li>• Ensure the safety of all clients at all times of support.</li> <li>• Assist the Serenity House Supervisor with additional duties</li> </ul>	<ul style="list-style-type: none"> <li>• Clients provide positive feedback in surveys and Compliment and Complaint forms.</li> <li>• Outcomes Star mapping shows change.</li> <li>• Clients report needs being identified and addressed in surveys.</li> <li>• Case notes show clients being supported.</li> <li>• Appointments are shown in diary and notes indicate attendance.</li> <li>• Stakeholder surveys indicate positive relationships exist with external stakeholders.</li> <li>• Client records are fully maintained and are in line with legislative and ethical guidelines and requirements.</li> <li>• Sector plans and papers are read, and feedback is forwarded to supervisor.</li> <li>• Client confidentiality is maintained in line with organisational policies and guidelines.</li> <li>• Clients report being able to resolve points of conflict that may arise.</li> <li>• Client surveys and feedback report of feeling safe during the support period.</li> <li>• Clients reporting being informed of and understanding organisational guidelines.</li> </ul>

	<p>that are appropriate to service delivery.</p> <ul style="list-style-type: none"> <li>• Treat clients with respect and dignity no matter what their background, culture, religious belief or sexual orientation/background.</li> </ul>	<ul style="list-style-type: none"> <li>• Support for the Serenity House Supervisor is available when requested.</li> <li>• A culture of mutual respect is evident.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Report to supervisor regarding critical incidents and important WHS issues.</li> <li>• Ensure all documentation and record keeping is completed.</li> <li>• Ensure all communication is clear, courteous, and concise.</li> <li>• 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.</li> <li>• Assist with general reception duties including making and receiving telephone calls for clients, general filing, filling out application forms and answering enquiries.</li> <li>• Process paperwork and conduct bag checks for clients upon entry or during routine room searches when necessary.</li> <li>• Work with Serenity House Supervisor to ensure all areas of inventory are appropriate for service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• All critical incidents and WHS issues are reported within appropriate timeframes and documentation completed.</li> <li>• Case notes are regular, detailed and up to date.</li> <li>• Diary communication is regular, detailed and up to date.</li> <li>• Internal and external electronic or verbal communication is in line with communication policy.</li> <li>• Timesheets are accurate and any overtime or leave taken has been authorised.</li> <li>• The office runs smoothly, and all paperwork is up to date.</li> <li>• Clients report awareness of the processes involved when entering the service and all checks are documented.</li> <li>• Inventory of office and cleaning supplies and food is maintained to ensure the effective operation of the service.</li> </ul>
<b>Sleepovers</b>	<ul style="list-style-type: none"> <li>• Address any disturbances in a timely manner.</li> <li>• Document disturbances as per guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Disturbances are all addressed and documented appropriately.</li> <li>• Timesheets are filled in correctly noting disturbances and any overtime.</li> </ul>
<b>Property Maintenance and Care)</b>	<ul style="list-style-type: none"> <li>• Ensure any maintenance required is reported to Serenity House Supervisor in a timely manner.</li> <li>• Conduct regular room/property inspections to ensure appropriate care of property is maintained.</li> <li>• Check internal and external areas are kept clean and presentable.</li> <li>• Ensure all vacated rooms are cleaned and made ready for new clients as soon as possible.</li> <li>• Ensure the office is left in a clean a presentable manner at the end of</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance requests are submitted in a timely manner.</li> <li>• Rooms are clean and well maintained.</li> <li>• The property is kept clean and presentable.</li> <li>• Rooms are available to new clients in a timely manner.</li> <li>• The office is kept clean and tidy.</li> <li>• The security of premises and client information is maintained.</li> <li>• The medication cabinets are found to be secured at all times and</li> </ul>

	<p>each shift.</p> <ul style="list-style-type: none"> <li>• Ensure that all areas of the property that store confidential material is appropriately secured at all times.</li> <li>• Ensure that all medications are stored in line with the organisation’s P&amp;P.</li> <li>• Monitor that the duty checklists are completed in a timely manner to ensure the premises are maintained well.</li> </ul>	<p>medication is stored in line with policy.</p> <ul style="list-style-type: none"> <li>• Clients report their understanding of duty roster and tasks are completed.</li> </ul>
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**LAUNCESTON CITY MISSION VALUES**

<b>Faith</b>	We have confidence that ethical actions will bring good results
<b>Justice</b>	We take personal responsibility to uphold what is pure, right and true
<b>Compassion</b>	We invest whatever is necessary to heal the hurts of others
<b>Flexibility</b>	We are attentive and responsive to the changing needs in our community
<b>Enthusiasm</b>	We work with passion and commitment to achieve our goals