

Position	Support Worker Safe Space Launceston	
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 Cert IV in Alcohol and Other Drugs, or an associated qualification or willing to undertake training towards this. • Workplace level 2 First Aid certificate or willing to undertake. • Current drivers’ licence. • Working with Vulnerable People Card or willing to obtain. • National Police Check is required for all roles at LCM <p>Desirable Qualifications/Experience:</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 and experience of the public housing and social housing framework • Knowledge and experience of services that support homeless or socially isolated people • Knowledge of the impact of trauma in individuals and families. • Knowledge of drugs and their effects including symptoms of intoxication and withdrawal; • Knowledge and experience in conducting alcohol and other drug assessments, brief interventions and relapse prevention. • Highly developed communication skills. • Ability to maintain positive professional relationships with participants and staff. • Success in delivering support to participants with complex needs. • Success in maintaining positive key stakeholder relationships. • Demonstrated ability to work unsupervised. • Positive history of following organisational Policy & Procedures. 	
Summary of Role (inc. Role Purpose)	<p>This role will support the homeless in our community by assisting with immediate short-term shelter and a safe place to sleep, operating in a harm minimisation environment, with no alcohol or drugs allowed on the premises. The Support Worker Safe Space Launceston will connect with participants to provide them with support during their stay, and to connect them with other support services who can assist with transitioning from homelessness, to a safer longer-term solution. Gaining the trust of individuals will be a significant factor to the success of this program.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Participant Supervision	<ul style="list-style-type: none"> • Ensure participants receive adequate supervision, contact, support and direction. • Engage with rough sleepers and participants to develop rapport and trust. • Provide immediate emotional and physical support/comfort to participants. 	<ul style="list-style-type: none"> • Participants report feeling supported whilst staying at SSL. • Safety concerns of participants are managed well • Intoxicated participants are supported and care for appropriately • Management leads to positive outcomes where possible.

	<ul style="list-style-type: none"> • Ensure participants understand the service rules. • Assess each participant to ensure it is safe to provide shelter for the night; reviewing their safety and the safety of others if they are under the influence of drugs/alcohol. • Collect brief personal data about their current situation (with their consent). • Develop short individual plans to identify and assess immediate needs where possible • Use observational risk assessment to manage intoxicated and drug effected clients • Follow service expectation outlined within the SSL service guideline document • Development of a good understanding of the organisation’s policies and procedures and where they are located. 	<ul style="list-style-type: none"> • Data is collected in line with services expectations and ensures continuum of care for the participant. • Understanding of policies and procedures is evident through day to day practice.
<p>[Service Delivery</p>	<ul style="list-style-type: none"> • Ensure confidentiality is maintained as outlined in the organisation’s policies. • Maintain positive ongoing relationships with a range of key stakeholders. • Take appropriate action as per policy and procedures to maintain participant safety within the facility. • Have regular contact with participants and provide positive guidance and direction. • Work to minimise conflict between participants. • Ensure participants are aware of their rights and responsibilities regarding service delivery. • Advocate and liaise on behalf of the participant when required and organise referrals to appropriate services and programs as directed by participants. • Treat all Participants with respect and dignity. 	<ul style="list-style-type: none"> • Participant confidentiality is maintained by staff in line with policies and guidelines. • Referrals are received and attended to promptly. • Relationships with stakeholders exist and are maintained to provide positive outcomes for participants. • Participants report feeling safe within the service. • Participants report being able to gain ready access to staff and feeling supported. • Conflict between participants is resolved in a timely manner. • Participants report knowing their rights and responsibilities while in the service. • Regular support is offered and given to participants when requiring someone to advocate on their behalf. • Participants report being treated in a fair and non-discriminatory manner. • Participant feedback shows support for a range of needs.

	<ul style="list-style-type: none"> • Support operations through the preparation and/or the provision of nightly meals. 	
Administration	<ul style="list-style-type: none"> • Ensure all participant documentation is clear and concise; the electronic diary, and case note system is up to date. • Incident, WHS and maintenance forms are completed in a timely manner. 	<ul style="list-style-type: none"> • Participant records are fully maintained and are in line with legislative, ethical, P&P, service guidelines and requirements. • All incidents, WHS issues and maintenance matters are fully reported in line with P&P.
Property Maintenance and Care	<ul style="list-style-type: none"> • Ensure any maintenance required is reported to SSL Supervisor in a timely manner. • Regularly check all internal and external areas are kept clean and presentable. • Notify supervisor of supply and equipment/service/stock needs as required. 	<ul style="list-style-type: none"> • All maintenance issues are reported. • Rooms are well maintained and any maintenance is carried out promptly. • The property is kept clean and presentable. • Regular and prompt reporting is made to Supervisor of any needs via communication log.
Learning and Innovation	<ul style="list-style-type: none"> • Maintain an up to date knowledge of the resources available to participants. • Keep up to date on trends within the Housing sector and contribute to the promotion of best practice principles within the service. • Participate in ongoing personal and professional development. • Participate in performance management reviews and staff appraisals. 	<ul style="list-style-type: none"> • Resource knowledge is up to date. • Appropriate training and professional development programs are identified and are attended. • Contribution and participation in the performance management reviews and appraisals are undertaken.
Safeguarding Children (for child-related roles)	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.



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