Our Belief: Communities thrive when everyone has a life of belonging, hope and purpose.

Our Values: Empathy, Respect, Inclusiveness, Integrity, Commitment

Position Title: Support Worker
Position No: 20490
Classification: Level B
Reports To: Team Facilitator Homelessness
Service Area: Transitioning from Homelessness
Expenditure Authority:

Role Purpose: On a day to day basis and working within a self-organising team/s framework, adopt a radically person-centred approach to collaboratively plan, deliver and innovate services that enable service participants to achieve their goals. Contribute effectively to meeting all key performance outcomes/standards, creating a work environment that engenders sustainable high performance and promotes UCW as a valued member in the community.

Organisational Structure:

Key Relationships:

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCW staff and volunteers</td>
<td>Service users</td>
</tr>
<tr>
<td>Team Facilitator – Homelessness Services</td>
<td>Housing Providers</td>
</tr>
<tr>
<td>Practice Lead – Homelessness Services</td>
<td>Community Mental Health Services (MCOT)</td>
</tr>
<tr>
<td>Place Manager</td>
<td>Other government and non-government agencies</td>
</tr>
<tr>
<td>Transitioning from Homelessness programs within UCW</td>
<td>Uniting Church WA. And other religious-based or affiliated organisations</td>
</tr>
<tr>
<td>Principal Practice Leaders Head of Service Operations</td>
<td>Prospective and continuing funding partners, organisations and businesses.</td>
</tr>
</tbody>
</table>

Co-located services (eg. Homeless Healthcare, Centrelink etc) and
### Outcomes

- The Support Worker will build and develop rapport with clients accessing Tranby Centre.
- The Support Worker will work in collaboration with co-located services at Tranby Centre.
- The Support Worker will work in collaboration with other UnitingCare West Homelessness services, such as Street to Home, Pathways and HASS.
- The Support Worker will work alongside other team members to assist in delivering workshops in the Community Learning space.
- People at risk of or experiencing homelessness will maintain or improve community connections and be supported in achieving their personal goals leading to positive change.
- Clients report / demonstrate increased wellbeing and connectedness via various reporting mechanisms.
- The team will contribute to government / local government strategies to reduce homelessness in the community.
- Service/s operations are collaboratively planned, prioritised and executed by the team in accordance with defined key performance deliverables to meet contractual arrangements and deliver a sustainable, effective service.
- The team/s is equipped, delivering on agreed outcomes, and operating in accordance with a self-organised model where all team members are responsible for:
  - Team and personal goals, outcomes & outputs;
  - Working together to determine what resources the team needs, within budget, and obtaining these;
  - Managing process/es and reporting to meet service and compliance requirements;
  - Creating and maintaining a high performing supportive team culture;
  - Proactive data collection and using this information to build and deliver on continuous improvement plans.
  - Working collaboratively with UCW and other service partner colleagues to deliver integrated services to meet the needs of service users.

### Capabilities

- Demonstrated delivery of holistic and person centred support to individuals experiencing crisis due to homelessness, risk of homelessness which may include substance abuse, disability and mental health issues.
- Well-developed communication and interpersonal skills including the ability to work effectively with service staff, service users, community agencies and other professionals.
- Well-developed organisational skills and an ability to set priorities and multitask in an environment that may present conflicting and changing priorities.
- Demonstrated negotiation and conflict resolution skills.
- Demonstrated ability to initiate and maintain effective, professional relationships with key internal/external stakeholders.
- Demonstrated ability to work autonomously and exercise sound judgement.

### Competencies

- Knowledge and general understanding of the key developments and issues facing the not-for-profit sector.

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<table>
<thead>
<tr>
<th>Revision Number</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revision Date</td>
<td>6/7/18</td>
<td>27.9.18</td>
</tr>
<tr>
<td>Officer Making Changes</td>
<td>PPL-TA&amp;M</td>
<td>PPL-TA&amp;M</td>
</tr>
</tbody>
</table>
A co-created team culture is evidenced by a team climate and ethos that is:

- Service excellence focused
- Customer focused & welcoming
- Professionally enriching, inclusive & innovative
- Efficient & high performing

All team members demonstrate personal drive and integrity, and ensure that the organisation’s ethos is consistently reflected in service practices.

The service demonstrates it meets UCW governance and operational policies & practices.

The support worker will perform other responsibilities as requested, with the potential to work across Transitioning From Homelessness programs.

**Qualifications**

- Recognised qualifications in a relevant area such as community services / social work / social science and/or relevant experience working with people experiencing homelessness.
- Working with Children Check
- National Police Clearance
- Current Western Australian Driver’s Licence

**Special Conditions**

- Flexible hours, early morning and weekend work may be required in this position.
- Participation in professional development and training as required.