

	POSITION DESCRIPTION	Release Date: Aug 1 2022 Revision No: Issue 1.01 Authorised by: CEO
	<i>Wellbeing Support Worker</i>	Page: 1 of 3

Hopefield Vision Statement

Flourishing Communities

Hopefield Mission Statement

Hopefield is a Christian, community based, therapeutic and social services organisation that enable(s) people to solve issues by equipping them for change, inspiring hope and transforming lives.

Hopefield Values

Hope, Empowering, Excellence, Compassionate, Respectful, Adaptive

1. PURPOSE OF ROLE

- To deliver social service supports including case management and practical assistance to vulnerable and marginalised clients to facilitate wellbeing.

2. ACCOUNTABILITIES

- Support Services Team Leader

3. RESPONSIBILITIES

Support Services

- Triage, assess, build relationships and support people presenting for services or support at Hopefield by either referring internally or externally as appropriate
- organising and leading small groups and events that get men together who are socially isolated and need to make connections
- Facilitate access to food, meals, health services and other practical assistance as required
- Case management work with clients. Each client case is to have an ongoing case plan and it is to be reviewed every 6 months to discern

ongoing care

- The Community Wellbeing Support Worker will connect these people into services such as:
 - ✓ Clinical intervention-counsellor, psychologist, speech therapist, community health and mental health teams
 - ✓ Case management- advocacy and support for those with complex overlapping needs- Mental health, domestic violence, addiction, homelessness, unemployment, financial difficulties.
 - ✓ Practical assistance- food, Emergency relief, rental arrears
 - ✓ Community Hub Groups- Educational programs and Social connections
 - ✓ Referral to outside services, (if cannot be supported internally).
- Be able to work as part of a multidisciplinary team (including Social Work, Clinical Counsellors, Speech Pathology) to provide appropriate support and referral.
- Ensure services provided meet best practice standards and are tailored to suit the unique requirements of each client.
- Meet statutory requirements of the role including that of Mandatory Reporters in cases of children and young people at risk of harm.
- Ensure work is carried out to a high standard of professionalism, efficiency, effectiveness and accuracy, timeframes are met, and client confidentiality is maintained according to policy.
- Value ongoing Professional Development and actively participate in supervision and peer review
- Contribute to program development and/ or facilitation of Hopefield Support Services programs and community education as required.
- Undertake other client related activities as guided by the Support Services Team Leader and/or the CEO.

Administrative

- Ensure client records are well maintained using Power Diary.
- Ensure confidentiality is adhered to
- Attend performance review meeting(s) with Support Services Team Leader and CEO.
- Be responsible for keeping up to date with emails sent by Hopefield management.
- Maintain a good working knowledge of Hopefield policies that apply to your role.
- Actively engage as part of the Hopefield team.
- Attend Staff Meeting as required.

- Adhere to all Hopefield policy and procedures.
- Review and/or complete any Risk Assessments prior to undertaking any new activities.

4. QUALIFICATIONS & COMPETENCIES

- Tertiary qualifications in Community Services, Social Work , counselling, psychology or related discipline, or be working towards accreditation with appropriate professional body.
- Understand working with clients who have experienced trauma, using a trauma-informed care model including a strength based, client centred approach.
- Group facilitation skills
- A desire to work with vulnerable and marginalised population group
- Capacity to develop & maintain relationships and networks & build an appropriate referral base
- Ability to self-reflect and be authentic in supervision & de-briefing sessions
- A valid drivers licence

5. HOURS OF WORK & REMUNERATION

- Permanent part-time, 3 days (22.5 hours/week), fixed term for 12 months
- Flexibility on hours and days with prior arrangement
- Remuneration based on SCHADS award
- Fringe Benefits Salary packaging

6. REVISION

<i>Date</i>	<i>Issue</i>	<i>Changes</i>
1 August 2022	1.01	Creation of position description