

## POSITION DESCRIPTION - SUPPORT WORKER (CASUAL)

### Position Statement

Dignity Ltd is a registered charity with the Australian Charities and Not-for-profit Commission. Our mission is to empower people with Dignity to prevent, respond to and end homelessness. We deeply value the dignity of every person.

As part of our team, you will be working with professionals who are driven to help others, passionate about ending homelessness and happy to work independently and yet cohesively.

Support Workers are responsible for actively supporting guests experiencing, or at risk of, homelessness through the provision of a range of domestic and social support services.

### Position Details

<b>Position Title:</b>	Support Worker
<b>Reporting to:</b>	Manager – Temporary Accommodation
<b>Supervises:</b>	Nil
<b>Education / Training Required:</b>	<ul style="list-style-type: none"> <li>Working with Children Check</li> <li>Domestic Violence Alert Training (DV Alert)</li> <li>C Class Driver's Licence</li> </ul>
<b>Experience Required:</b>	While not essential, previous experience in a similar role within the social services sector will be highly regarded.
<b>Attributes &amp; Competencies Required:</b>	<ul style="list-style-type: none"> <li>Reliability - Demonstrates a high level of dependability in all aspects of the job</li> <li>Communication – Shares and receives information using clear oral, written and interpersonal communications skills</li> <li>Adaptability / Flexibility - Willingly adapt to constantly changing circumstances while maintaining a Dignity perspective</li> <li>Inclusiveness - Fosters respect for all individuals and points of view. Interacts appropriately with all employees of Dignity, guests and business and community partners without regard to individual characteristics. Demonstrates a personal commitment to create a hospitable and welcoming environment.</li> <li>Builds relationships – ability to develop and maintain positive relationships both inside and outside the organisation</li> </ul>

## Main Duties / Responsibilities

### Guest Accommodation Management

- Responsible for ensuring all accommodation is maintained and presented to a Dignity standard ensuring a comfortable, clean and welcoming home environment for our guests during their stay.
- Completion of daily duties as outlined in the AnyList Checklists including but not limited to:
  - Change the linen on the beds as necessary, including room turnovers
  - Cleaning floors – vacuuming, sweeping, mopping.
  - Cleaning bath, shower, vanity basin, and toilet.
  - Cleaning kitchen – wiping benches, cupboard doors, cleaning sink, stove top/oven/fridge, empty and clean bins as needed.
- Ensure adequate food, carepacks and supplies are available for guests and replenish as necessary, including ordering from our distribution centre.
- Undertake shopping from time to time
- Identify and report any hazards or property maintenance issues to management

### Guest Support

- Engage with guests and work towards identifying potential barriers that may impact their ability to resolve their homelessness
- Complete daily intake notes and other administration tasks efficiently and accurately
- Assist guests with applications for private rentals and obtaining and completing other necessary documentation.
- Assist guests to meet their Department of Communities and Justice (DCJ) requirements.
- Ensure all guest information is noted in Dignity and records are kept up to date.
- Monitor the safety and well-being of guests at a basic level and report any concerns to a Senior Support or management.
- Assist guests to leave properties in conjunction by Senior Support
- Seek support and guidance from Senior Support as required

### General

- Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work
- Participate, where requested, in performance appraisals or the development of a personal professional development plan and engage in professional development as required
- Work flexible hours to perform the duties of the role
- Read, understand and comply with organisational policies and procedures.
- Work in a manner and accordance with Dignity's values, philosophy and standards. This includes operating with honesty and integrity and demonstrating appropriate and professional workplace behaviours and professional boundaries, in accordance with the Code of Conduct.
- Maintain accurate documentation and time keeping records.
- Provide assistance to team members if required and undertake other activities within your capability as directed by your manager.

## Workplace Health and Safety (WHS) & Quality

- Comply with Dignity's Quality Assurance and Work, Health & Safety (WHS) Policies and Procedures, including statutory obligations such as Mandatory Reporting.
- Use appropriate Personal Protective Equipment (PPE) as supplied by Dignity
- Report hazards and incidents and report in accordance with Company Policy and Procedures
- Assess risk in the workplace and notify your Supervisor / Manager of any risks immediately
- Positively contribute to a diverse, inclusive and fair work environment, free from discrimination, bullying and harassment.

## Dignity Values

**Core Dignity** – By treating our guests and residents, our team and others with dignity and respect, we take the lead, we see and stand up for the value of every person.

**Show you Care** – Providing compassionate care to all, we care to be different and strive to make a difference in the lives of the people we support.

**Act with Integrity** – Having strong moral principles is what we pride ourselves on and this drives our purposeful work.

**Strive to Innovate** – Being constantly curious means we actively look for better ways to do things; innovating, learning and improving every day.

NOTE: You are required to comply with all lawful instructions in relation to your daily work and comply with the workplace policies and procedures as may be in place from time to time.