

Position Details	
Position Title:	Residential Support Worker
Employment type:	Fixed-Term 0.6 FTE
Department:	620 – CARM
Location:	317-319 Barkly Street, Footscray, VIC, 3011.
Salary:	SCHADS Level 4
Reporting To:	Specialist Family Violence Team Leader
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) This means we can employ only women and gender diverse people, or people from a particular cultural background when required.
Child safe standard:	GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Childrens Check is required (WWCC) and kept up to date

WHY GENWEST?

GenWest is the gender justice agency for the western metropolitan region of Naarm. All areas of GenWest operate collaboratively to deliver the organisation vision, gender equity in the west, via our purpose and values. We are a values-based organisation with Freedom, Creativity, Connection, Love, and Resistance underpinning everything we do.

ABOUT THE ROLE

Working as part of a dynamic team, the Residential Support Worker assists the work of refuge family violence case managers to implement goals and meet needs identified in client case plans. The Residential Support Worker has the primary responsibility to assist in the coordination and delivery of practical support and resources for women and children in refuge accommodation, experiencing family violence and trauma. The role also requires identifying community resources and linking clients to community-based activities and services.

ROLE DUTIES/RESPONSIBILITIES/TASKS

As a residential support worker, you will be responsible for:

- Providing a safe and empowering environment for all residents residing within the refuge. Facilitating intake and induction of new clients
- Providing an after-hours response to the women and children onsite as required
- Liaising with case workers regarding safety concerns or risk issues identified or reported
- Liaising with case managers to prioritise task
- Work collaboratively with team members to support victim survivors to reach their goals, which could include relocation assistance
- Assisting clients with daily living requirements with a focus on safety and wellbeing.
- Be the first point of contact for general enquiries from residents and other services.
- Providing domestic duties assistance for clients (e.g. Shopping assistance, preparation of units and assisting with transportation to appointments)

- Collaborating with Team Leader and Case Managers to run activities on site that assist clients with the coordination and accessibility to a range of community services Leading the implementation of emergency procedures in the refuge and security related matters
- Complying with the facility reporting requirements, organizational policies, and procedures
- Ensure that all risks, accidents, incidents, hazards are identified, reported properly, while ensuring safety of self, others, and participating in any future discussions around understanding current and mitigating future risks
- Adhering to all Work, Health, and Safety protocols
- Adhering to the Code of Conduct at GenWest and displaying at all times workplace respect

SKILLS, QUALIFICATIONS & EXPERIENCE

Essential

- Working with Children's check
- Police check (and international police check if lived overseas for a year or more in the last 10 years)
- Relevant experience in social service environment
- Knowledge of the social services environment
- Skills in engaging with the specified client group; demonstrated capacity to build effective relationships with clients based on social work, youth work and psychologically informed environments
- Competent to work solo when required and respond effectively to critical incidents in a safe manner
- Be available to work on a set roster and be flexible with additional availability.

Preferred

- Tertiary qualification in social sciences, welfare or related field with a degree qualification preferred.
- Demonstrated skills in engaging & working with victim survivors with complex support needs including AOD, mental health, out of home care and adolescent violence
- Assessment skills and knowledge of a range of theories including attachment, trauma, child and adolescent development and strengths-based approaches.
- Demonstrated capacity to time manage within a crisis setting while maintaining required documentation and IT systems to DHHS and organisational standards

ACKNOWLEDGEMENT

This position description may be reviewed.

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

Employee Name:	Signature:	Date:
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GenWest recognises that the land on which we work and provide our services always was and always will be Aboriginal land. We pay our respects to Elders past and present. We proudly acknowledge the Aboriginal and Torres Strait Islander communities across Naarm's west, their rich culture, diversity, histories and knowledge, and the contribution they make to the life of this region.