



COMMUNITY SUPPORT WORKER

JOB DESCRIPTION

Position	Community Support Worker		
Program	LibraryConnect Freo		
Team/Area	Day Centre		
Reports to:	Line Manager: St Patrick's Day Centre Manager Area supervisor: City of Fremantle Library supervisor		
Legal Employer	St Patrick's Community Support Centre		
Location	Fremantle		
Positions reporting to this role:	Peer worker/ Volunteers (possible)		
Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification	Level 5		
Created	2020	Revised	

ORGANISATIONAL MISSION AND VALUES

For more than 45 years, St Patrick's has worked to provide immediate and holistic care for the homeless, those at risk of being homeless and the disadvantaged in Fremantle and the wider south west metropolitan area of Perth. Services include emergency relief, housing (crisis and transitional accommodation), family support and referral, outreach, meals, a day centre, welfare and essential health provision and a range of specialist services.

The agency's primary aim is to promote social inclusion and self-worth and help people to return to independent living, a safe environment, and a better quality of life. St Patrick's is committed to serving individuals and the community within a framework of the following values:

- That every person has an intrinsic worth and equity that must be respected
- Respect and support the freedom of the individual to make choices and promote independence and empowerment
- Enable individuals to reach their potential.
- Be a key service provider in the heart of the community

PROGRAM PROFILE

Libraries and community support centres such as St Patrick's, share similar values when it comes to social inclusion, social justice, and wellbeing of the community. Increasingly, individuals who are homeless, at risk of homelessness or experiencing other disadvantage are choosing to access libraries as a safe welcoming space of entertainment, amenities, and refuge. As a result, library workers are frequently called upon to provide assistance and support, often with little professional knowledge or skill in dealing with these issues. Whilst community support centre such as St Patrick's may offer services and support and endeavour to be themselves, spaces that are welcoming and safe to this cohort of people, there is often an unavoidable stigma attached that is not present for

libraries. As the impacts of Covid-19 on the economy begin to be felt, and increased numbers of people find themselves unemployed and newly experiencing hardship, alternative avenues for engagement, other than day centres and community service agencies will become increasingly important. By bringing the skill set and support of community services staff into the library setting, there is a key opportunity to extend access to these services for a wider cohort of people than may not traditionally use services located in centres such as St Pats. This program will see St Patricks partnering with the City of Fremantle Library to embed a worker into the public library.

POSITION PROFILE

This role will be embedded in the public library and provide initial engagement and support to library visitors who are disadvantaged, homeless or otherwise in need, with warm referrals into relevant community services. The worker will also provide support to library staff, helping to build their knowledge and capacity around working with vulnerable people. The St Pat's worker will be oriented and trained in the library, its philosophy, approach, and services, so that they can work in true partnership and collaboration with library staff to mutual benefit.

KEY RESPONSIBILITIES AND DUTIES

Support and Referral for Vulnerable Library Users

- Engage with vulnerable library users to identify needs, provide support and advocacy, and make warm referrals to other community service programs as required.
- Maintain and develop referral networks and community connections that are beneficial to clients.
- Where resourcing permits, assess persons for eligibility for financial and material assistance such as Smartriders and food vouchers in accordance with agency guidelines and assist with allocated emergency relief/brokerage

Capacity Building

- Provide support and training to library staff and volunteers to gain a deeper understanding of homelessness, disadvantage and their causes and solutions, effective ways of working with vulnerable cohorts including trauma-informed approaches to service delivery, and relevant skills including de-escalation
- Interface with and provide support to other City of Fremantle staff and programs where capacity in the role exists
- Work with the program manager to identify opportunities for peer support workers or volunteers

Supporting the Community

- Identify and work collaboratively with library staff to build resources within the library to raise community awareness and information around vulnerabilities, hardship, and homelessness

- Participate in facilitating activities, online supports, and group training/workshops, including supporting and/or leveraging from relevant library activities and outreach, as required or opportunities present

Administrative

- Undertake administrative tasks as appropriate including data entry, report writing and case notes.
- Record client data on the designated agency databases.
- Ensure appropriate records are kept in line with privacy act and organisational policies.
- Contribute to program reports and program evaluation

Organisation Requirements

- Attend St Patrick's, Library and City of Fremantle team meetings and network/ case coordination meetings as agreed and as appropriate to the role.
- Be sympathetic to the principles of the library, understanding library processes, functions, and activities
- Work in a team-based environment, contributing to and supporting teams at both St Patrick's and Fremantle Library as appropriate.
- Ensure that the rights, interests and needs of the people we support are addressed effectively, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
- Ensure that all St Patrick's Policies and Procedures and City of Fremantle Policies and Procedures (as applicable to this role) are implemented and complied with.
- Undertake appropriate training and maintain qualifications, licences, certificates, checks and clearances.
- Ensure that all Occupational Health and Safety Policies and Procedures are complied with.
- Contribute to the continuous improvement of the program, including safety and quality.
- Undertake other duties as reasonably requested.

CHARACTERISTICS OF THE POSITION

- Works under general direction in functions that require the application of a high level of skills and knowledge appropriate to the work.
- The worker may be required to exercise initiative and judgement where practices and direction are not clearly defined.
- Sound knowledge of program, activity, operational policy, or service aspects of the work performed within the work area.
- Exercise time management, setting priorities, planning, and organising their own work, to achieve specific objectives.

SELECTION CRITERIA

1. Sound interpersonal skills, including a high standard of written and oral communication skills.
2. Competent level negotiation, mediation, and conflict resolution skills.

3. Ability to develop positive working relationships with high needs clients
4. Ability to work effectively as a team member and independently
5. Demonstrated understanding of issues affecting the Aboriginal and TSI community particularly in regard to homelessness and culturally safe practice.
6. Demonstrated ability to establish effective working relationships with people from a wide range of social-economic, multicultural, and linguistically diverse backgrounds.
7. Ability to work within the values of St Patrick's Community Support Centre and City of Fremantle
8. An understanding of health and safety issues relevant to the position.

QUALIFICATIONS AND EXPERIENCE

Essential

- Experience in community development and case management
- Qualification relevant to case management/community services.
- Appropriate First Aid certificate or willingness to undertake first aid training.
- National Police Clearance.
- Possession of a current C class motor vehicle driver's licence.

Desirable

- Working with Children Check (able to provide if requested).
- Relevant experience in delivery of services to clients with complex or multiple issue.
- Relevant computer skills in MS Office software and applications.
- Previous experience with client record management databases.

CERTIFICATION

I have received a copy of the job description and understand the requirements of the position.

Signature: _____ Date: _____