Position Description

Caseworker & Concierge

Wesley Homeless Services | WEEC & Inner-City
May 2021

Agreement

Signed – Manager	Signed – Employee
Date	Date

Do all the good you can
because every life matters

Caseworker & Concierge
WEEC & Inner City
Wesley Homeless Services

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

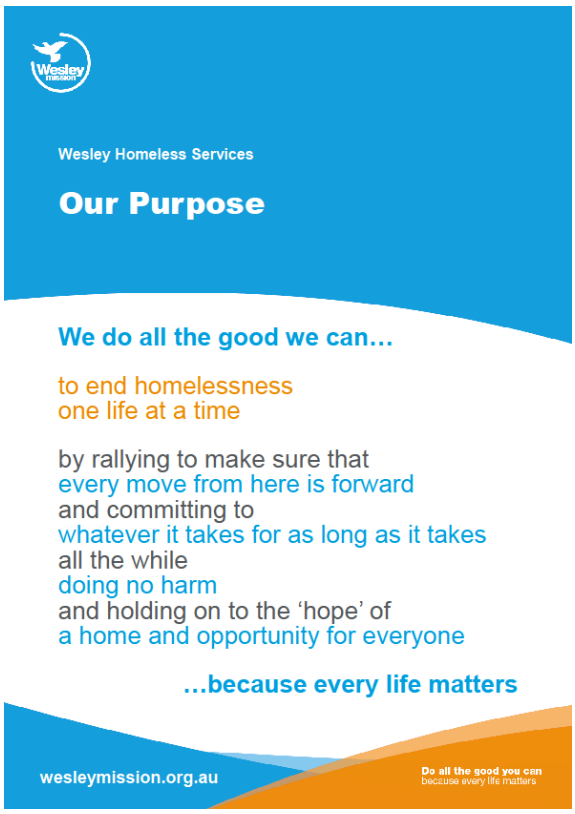
- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Homeless Services

The Wesley Homeless Services team has seven key responsibilities:

- to deliver quality Specialist Homelessness Services as contracted by NSW Family and Community Services or Lead Agents etc.
- to strive to end the homelessness or homeless-risk of every person or family with whom we work
- to ensure provision of services that are person-centred, trauma-informed, culturally competent and respectful of diversity
- to ensure a No Wrong Door and One Wesley approach to service delivery



- to ensure a safe and enjoyable workplace and nurture competent, performing and satisfied local teams
- to honour contract numbers and satisfy internal and external reporting requirements
- to work responsibly in relation to budget and Wesley Mission assets

3 Overview of role

The Caseworker (WEEC & Inner-City) is an appropriately skilled individual who contributes to our accommodation and support activities amongst people experiencing homelessness or homeless-risk in the Inner City and surrounds – predominantly serving guests at Wesley Edward Eagar Centre.

The role reports to the Site & Operations Coordinator. It works very closely with our other Inner-City caseworkers, as well as with caseworkers in our other Wesley service delivery teams and partner organisations. It also works closely with our congregation and with on-site partners providing meals, serving in our neighbourhood cafe, and providing professional and social wrap around services.

The role is allocated shifts within a 24/7 rotating roster, which includes a sleep-over. It works intimately with others rostered on-site to deliver a genuinely shared, collaborative and integrated approach to service and care – one team; everyone a caseworker.

Out of business hours, the role provides the 24/7 'No Wrong Door' response for Wesley Homeless Services, and crisis advice to people supported externally in the Inner-City package of which WEEC is part.

It may at times include working from other Wesley Mission and partner sites, in emergency and transitional accommodation settings, community service settings, rough sleeper locations, and in the homes of the people we support.

4 Relationships

- Reports to: Site & Operations Coordinator, Wesley Edward Eagar Centre, and sits beneath the broad direction of the Operations Manager and the Senior Program & Practice Manager, Wesley Homeless Services. The role also reports (dotted line) to the Program & Practice Manager, Wesley Edward Eagar Centre.

Also works with:

- collegiately with our other caseworkers, those in partner organisations, and our caseworkers in other SHS teams
- our chaplain and others leading the WEEC congregation and pastoral activities
- other key staff in Wesley Homeless Services
- staff of Wesley Catering (kitchen and café provider), Wesley Community Housing (landlord) and other Wesley Mission areas contributing wrap-around support
- key staff in the Community and Family Care Executive Management Team and Quality, Risk & Compliance specialists
- other services across Wesley Mission, ensuring joined up thinking and practice (JUTP)
- Wesley Mission support services such as Finance, Human Resources, Legal, Communications & Fundraising, Property and Information Services
- partner agencies who we subcontract or to whom we are subcontracted by a formal Joint Working Arrangement (JWA)
- NSW Department of Communities & Justice
- other relevant business and community partners and service providers outside of Wesley Mission.

5 Major role responsibilities

5.1 Our clients

- share in a collective commitment to end the homelessness or homeless-risk of every person or family with whom we work
- contribute to all the activities, responses and interventions required to meet the needs and challenges of our guests, site and neighbourhood – getting 'hands dirty'
- be a warm and inviting 'face' to people who are accessing Wesley Edward Eagar Centre (WEEC) and its activities and services – in keeping with the Wesley Mission Concierge approach
- provide in appearance, manner and tone, a courteous and professional 'welcome' to people accessing WEEC – in person or by phone – and provide timely and appropriate assistance
- present a 'deliberate' first impression – mindful of its contribution to a guest's optimism and hope, and of its role in shaping their subsequent experience at WEEC and the effectiveness of our collective effort
- provide a generous and considered response to the enquiries, requests and needs (expressed or observed) of guests and others accessing our building and services
- be "quick to listen, slow to speak, and slow to become angry"
- quickly develop and maintain rapport and trust with guests – providing warm and credible empathy – to promote a sense of care, safety and belonging, and to improve cooperation and engagement
- respond as appropriate to perceived risks, hazards and emergencies in relation to the health or behaviour of people using our building and services, and with diligence to identified vulnerability and safety concerns
- adopt a trauma-informed response to behaviours of concern in particular, and to all interactions and practices in general – careful to keep always in mind the need of clients to feel safe
- seek opportunities to creatively engage clients in support activity – respecting every interaction as an opportunity to sow possibility and hope
- liaise with other staff and teams, and contribute to the collaborative provision of care and support to each guest
- liaise with other organisations and services, maintain an up-to-date awareness of their resources, and make appropriate referrals
- provide direct care and support to resident guests and others accessing WEEC, including at times assistance with activities of daily living
- within training, provide a first aid response which may include defibrillator or Narcan
- provide quality casework services to support permanent exits from homelessness
- contribute to a genuinely team-based model of service provision to promote multiple attachments and improve continuity, sustainability and quality of support
- with other team members and teams, 'rally' to support the needs of clients in whichever jurisdiction they present
- collaborate with other team members to ensure that clients are served by all team members as and when appropriate

- participate with other members of the team in an assertive approach to casework (creative persistence – doing all that's necessary to support clients in achieving their goals)
- regularly monitor and review client progress, case plans and outcomes
- ensure the input of clients into the setting and reviewing of their support priorities and activities
- ensure that clients are placed into accommodation settings that are appropriate to their identified wants and needs (especially safety)
- facilitate opportunities for life-enhancing activity and connections between clients and the wider / mainstream community
- provide services that are person-centred, trauma-informed, culturally competent and respectful of diversity
- ensure that all our services are delivered in keeping with the Client Charter, the described features of our support and our commitment to make sure that every move is forward
- provide a No Wrong Door and One Wesley Mission approach to all enquiries from or contact with people who are homeless or at risk – to ensure that all are appropriately supported either within Wesley Mission's support systems or by another relevant service provider
- out of business hours, provide the 24/7 'No Wrong Door' response for Wesley Homeless Services, and crisis advice to people supported externally
- apply a diligent approach to the principles of confidentiality and privacy
- be a strong ambassador for the Wesley Homeless Services team.

5.1.1 Performance Measures

- all clients receive a genuine No Wrong Door response
- observations and feedback evidence interactions in keeping with our required approach and consistent with Wesley Mission's values and codes of ethics and conduct
- all SHS resident guests have case plans, as well as all necessary assessments and measurement tools
- case plans have been assessed as relevant / meaningful, and casework activity has been reviewed and measured
- required wellbeing and welfare checks are completed every day
- 80% of clients who respond to satisfaction surveys are satisfied or very satisfied.

5.2 Our people (our team)

- work intimately alongside all roles at WEEC to deliver a shared, collaborative and integrated approach to service and care – one team; everyone a caseworker
- develop and nurture healthy working relationships with other team members and representatives of other service providers relevant to the support and care of our clients
- contribute to a collaborative, empowering and enabling culture in which team members own and feel committed to accomplishing the team mission of helping clients to live independently – leaving homelessness for good
- supervise activities of nominated volunteers, students and visitors

- as needed, relieve staff in other SHS activities and projects during periods of leave or heavy demand and to enable the rallying around client needs as they arise
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

5.2.1 Performance Measures

- weekly team meetings have been attended

Number of shifts per week	Required meetings per year (24/7 staff)	Required meetings per year (daytime staff)
1	4+	8+
2	8+	16+
3	12+	24+
4	16+	32+
5	20+	40+

- external clinical supervision has been received at least quarterly (preferably monthly) pro rata
- line supervision has been received at least quarterly (preferably monthly) pro rata
- required training has been undertaken
- required meetings have been attended
- observations and feedback evidence a positive and generous contribution to the team's activities.

5.3 Our operations

- contribute generously to all the activities required to make WEEC function day-to-day and to ensure that resident guests and others are served and their support needs are met
- contribute to the ongoing enhancement of an inviting and positive environment and neighbourhood
- contribute to the ongoing enhancement of quality hostel services and accommodation
- contribute to the ongoing enhancement of quality day-to-day care, customer service and support and casework activities
- provide a quality reception / concierge service
- perform housekeeping duties as required – especially in relation to spills and other hazards, the preparation of rooms for new guests, and the tidying of common areas and building surrounds
- with all other staff, and utilising our security equipment as appropriate, ensure that WEEC (building, contents, surrounds and neighbourhood) is suitably maintained, kept secure from theft, damage or harm, and that all activities are suitably conducted – to provide a safe, secure and

caring environment for clients, staff and other people in and around the premises and neighbourhood

- assume responsibility as Fire Warden in the absence of the WEEC Site & Operations Coordinator (as delegated)
- transport clients and perform other driving tasks as required
- support the work of all WEEC activities and services – i.e. congregation, social and community participation, casework, groups, professional services etc – by providing direct assistance, by actively promoting and by being a conduit
- assist activity intended to include the wider community in the 'life' of our building and guests, and intended to promote WEEC as a positive contributor to the 'life' of our neighbourhood
- be present as required in locations and settings relevant to providing services, enhancing access, assertive engagement and prevention strategies – co-location settings, our own sites, client homes, rough sleeping locations, schools, churches, community groups, service hubs etc
- deliver Specialist Homelessness Services in a manner that honours the values of Wesley Mission, achieves the contract requirements of SHS package or sub-contract arrangements, and is consistent with the quality and practice frameworks of Wesley Mission and SHS guidelines
- adhere to Wesley Mission policies, procedures and work instructions
- thoroughly maintain relevant records and files, collecting all relevant support service data and any other required client data
- ensure that all client data and referral information is appropriately recorded on Wesley Mission client data systems, notably [booking system] and Outcomes Star, and the DCJ-mandated CIMS data collection system
- communicate operational issues quickly with the leadership team to assist improvement in service delivery
- contribute to the achievement of the broader plans and aspirations of Wesley Mission
- participate in and contribute to Life-of-Mission activity
- participate in sector activities and initiatives and contribute to sector development
- develop and maintain positive stakeholder relationships
- be part of the sharing of resources and time across the various SHS activities and programs to assist each other in the achievement of operational objectives
- respond generously, outside of core responsibilities, to the requests, needs and interests of other SHS activities and programs
- represent Wesley Homeless Service and Wesley Mission in general, at interagency, sector and community forums as required
- ensure all data collection and reporting is timely and in line with funding body and organisational requirements
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- contract numbers are achieved
- team data to support monthly internal reports is accurate and timely (data entry is up to date on the 1st business day of each month)
- [booking system] occupancy data is robust and 'live'. Outcomes Star is consistently employed to focus casework effort, notice growth and measure impact
- external reports including information system extracts and uploads are accurate and timely (successful Validata uploads are achievable within the 1st week of each month)
- WHS incident reports and other internal alerts and reports are accurate and timely (within 24 hours)
- vacant rooms are prepared and made available within the shift they become vacant
- maintenance matters are attended to (reported) within the shift
- required security checks are completed every day

5.4 Our financials

- work responsibly in relation to budget and Wesley Mission assets – buildings, cars, computers, phones, credit cards etc
- quickly report damage and maintenance needs and assist as appropriate
- receive and process payments for accommodation and perform other transactions with timeliness, accuracy and in line with cash handling procedures protocols
- sensitively and assertively follow up the payment of accommodation and other fees
- report financial anomalies quickly
- seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- banking and shift cash handovers demonstrate accuracy
- monthly collection of accommodation fees reflects budget and occupancy targets
- responsible care is taken of allocated equipment
- responsible care is taken of pool cars and team assets.

6 Professional responsibilities

- practice within the guidelines described in the Wesley Mission Codes of Conduct and Ethics and other statutory requirements
- as directed, other activities to support the delivery of the Wesley Homeless Services Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures

- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's Standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee Contribution and Development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- commitment to a practice framework that is person-centred, trauma informed, culturally competent and respectful of diversity
- willingness to embrace a genuine team approach to service delivery and to adhere to our purpose and to the described features of our support model
- willingness to 'get hands dirty' – contributing to all the activities, responses and interventions required to meet the needs and challenges of our guests, site and neighbourhood
- demonstrated understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and insight
- displays emotional maturity and resilience.

Essential skills/knowledge

- willingness to contribute generously to all the hands-on activities required to make WEEC function day-to-day and to ensure that clients are served and their support needs are met

- qualifications and experience relevant to the provision of quality customer service, accommodation, care and supportive services
- understanding of homelessness and an ease in providing warm and credible empathy to people who are at risk of, who are, or who have been homeless or in crisis / distress
- ability to articulate a practice framework that is person-centred, trauma informed, culturally competent and respectful of diversity, and the role of case management in preventing or supporting permanent exits from homelessness
- ability to perform in complex and challenging community welfare settings – flexible and creative approaches to work, matched with tested attributes such as resilience, patience, initiative, compassion and commitment to self-care
- effective communication and administrative competencies – computer literacy, documentation, data collection, etc
- ability to embrace Wesley Mission's values and to work within its codes of ethics and conduct – and to work respectfully alongside the mission and values of partner organisations.

Desirable skills/knowledge

- local, sector or organisational knowledge
- familiarity with sector practice guidelines, information systems and outcome measures.