

## POSITION DESCRIPTION



### Community Connect Worker

Salary:	Social, Community, Home Care and Disability Services Industry Award Level 4
Hours:	76 hours per fortnight
Reports to:	Family Services Team Leader and CEO

#### Vision

Graham House Community Centre aims to achieve our mission by promoting the principles of social justice, access, equality and equality of opportunity and participation.

#### Organisation Values

Social Justice, Respect, Self-determination, Partnership, Transparency, Professionalism, Integrity, Community Development

#### Organisation Mission

Graham House Community Centre provides a high-quality inclusive service that responds to the needs of individuals with empathy and dignity. Graham House Community Centre provides holistic assistance and nurtures the strengths of individuals and the community to empower them to meet their own needs.

#### Position Purpose

The overall purpose of the Community Connect Worker (CCW) is to provide support, information, referral and advocacy for individuals and families who are experiencing significant vulnerabilities and complex needs. The CCW will work with clients of all ages and a broad range of needs.

The CCW is responsible for receiving and actioning referrals from all Graham House Community Centre programs and other organizations if time allows. They will be based in Murgon and provide services to clients residing north of Kingaroy through to Kilkivan, including Wondai, Murgon, Cherbourg, Proston, Goomeri and districts.

The CCW will work in accordance with the values of Graham House Community Centre and support core business by providing service, guidance, and advice within this position's specialty area.

## Position Responsibilities

Assessment	Success in this role means
<p>Adequate client information will be gathered as appropriate for the situation, to inform ongoing intervention and provide necessary reports to the Department.</p> <p>Risk assessment to facilitate reliable risk management for home visits</p>	<p>Thorough, comprehensive multi-modal assessment will be conducted of clients whenever appropriate.</p> <p>Where a full psych-social assessment is not required, sufficient client information will be gathered to adequately assess the client's needs and comply with the funding body's reporting requirements.</p> <p>A comprehensive risk assessment will be conducted prior to all home visits. Normally home visits will be pre-arranged.</p> <p>Details of the CCW's whereabouts will be kept accurate in their Outlook calendar and GPS tracking on the phone will be enabled at all times.</p>

Case Coordination	Success in this role means
<p>Provide high quality, evidence-based counselling and support.</p> <p>Create innovative responses to maximize the impact of the CCW role in our community.</p> <p>Develop close working relationships and networks with local specialist services across the region for referrals, support and assistance to individuals and families.</p> <p>Make referrals and link community members to appropriate supports.</p> <p>Facilitate client's access to services and supports which they have been referred to.</p> <p>Advocate for clients when appropriate.</p>	<p>Support for clients will be appropriate for their individual needs and will build their capacity to regain control of their lives.</p> <p>Connections will be made with relevant services including advocacy and interpreter services.</p> <p>Procedures to manage referrals to ensure support is provided outside of the program if required will be established.</p> <p>Warm referrals to other service providers will be made whenever possible.</p> <p>Ensure privacy is maintained and informed consent is obtained from service users prior to sharing personal information with external supports and services.</p> <p>Access and manage brokerage funding to purchase services and appropriate supports when a need is identified but cannot be provided by the service user's existing support networks.</p>

<b>Crisis Support</b>	<b>Success in this role means</b>
<p>Respond quickly and effectively to arrange emergency assistance as required.</p>	<p>Procedures for receiving crisis referrals will be established and followed.</p> <p>The client's needs will be effectively assessed so that appropriate referrals and support can be provided in a timely manner.</p> <p>Brokerage funding will be utilized according to the Department guidelines.</p>

<b>Brokerage Management</b>	<b>Success in this role means</b>
<p>\$16,000 has been allocated under the CCW funding agreement for client support. These funds may be used for crisis support or to achieve case coordination goals.</p> <p>The full amount must be expended each financial year and must be fully acquitted.</p> <p>Brokerage funds may only be used for CCW clients.</p> <p>Brokerage funds are not to be used for emergency relief or where existing community services can be accessed.</p>	<p>The established process for accessing, allocating, recording and acquitting brokerage funding will be followed at all times</p> <p>All expenditure will be able to withstand public scrutiny</p>

<b>CCW Program Management</b>	<b>Success in this role means</b>
<p>Recording of client information and case notes Reporting to the Department of Communities as required</p> <p>Reporting to Graham House Community Centre Management Board as required.</p>	<p>Data required to be gathered and reported to the Department will be accurately recorded and reported. Normally this will be quarterly via the online portal.</p> <p>Informative reports in the manner prescribed will be presented to the Board. Normally this will be for each monthly Board meeting.</p>

<b>Relationship Management</b>	<b>Success in this role means</b>
<p>Develop and maintain collaborative relationships with Graham House staff.</p> <p>Develop and maintain professional relationships with visitors, stakeholders and partner agencies.</p>	<p>Strong, healthy internal relationships are developed resulting in excellent service outcomes, efficient communication and effective administration of services.</p> <p>Strong relationships are developed with visitors, partner agencies and other stakeholders resulting in excellent reputation and service outcomes.</p>

## Workplace Health and Safety and General Conduct

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety, cultural awareness and professional development
- Volunteers: This centre could not operate without volunteers. They are to be accorded respect and full consideration at all times.
- Code of Conduct: It is expected that paid and unpaid staff will abide by Graham House Community Centre's values and policies.
- Staff are expected to always present Graham House Community Centre in a positive and truthful light and manner.
- Confidentiality: All personal and business matters relating to any Graham House Community Centre business must be kept confidential inside and outside of work hours, at all times.

## Authority

- There are no direct reports to this position.
- The CCW has authority to expend the \$16,000 brokerage attached to this position. Financial delegation for the brokerage funds sits with the CEO.

## Qualifications/Skills Required

1. Social work or human services degree (or similar)
2. Experience working in a similar position, with individuals and families with complex needs, in a community services' organisation or setting.
3. Excellent time management and problem-solving skills.
4. High level written and verbal communication skills.
5. Demonstrated computer and associated software skills.
6. Successful Criminal History Check.
7. Current Blue Card.