



Volunteer Position Description

Position Title:	Client Information and Support Worker
Team:	Dandenong Intake and Assessment Team
Hours:	To be negotiated: minimum 4-6 hrs pw
Reporting to:	Dandenong Services Manager and Senior Practitioner
Location:	186 Foster Street East, Dandenong
Position Purpose:	This role is based in the Dandenong intake and assessment team and provides high quality support, information, advocacy and referral services to people in an empathetic, confidential, impartial and culturally considerate manner. This role requires a firm commitment to supporting and empowering people to manage crisis situations, access the services they need, build capacity and resilience and to make informed and independent decisions.

Organisational Context:

South East Community Links (SECL) was formed on 1st October 2015 as a result of a merge between Springvale Community Aid & Advice Bureau (SCAAB) and Dandenong Community Advisory Bureau (DCAB). In December 2015 Southern Ethnic Advocacy and Advisory Council (SEAAC) joined SECL. SECL is the culmination of five decades of history and commitment, working across the south east of Melbourne to achieve better social and economic outcomes for people in our community. SECL currently operates out of three sites, Dandenong, Springvale and Noble Park with some paid staff out posted across the south east region.

South East Community Links operates in one of Melbourne's highest multicultural areas. A core aim of our organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow stereotypes and discrimination as well as working to promote and advocate for equality and opportunities for all.

Every person counts
info@secl.org.au
www.secl.org.au

5 Osborne Avenue
Springvale 3171
T 03 9546 5255

49 Douglas Street
Noble Park 3174
T 03 9547 0511

186 Foster Street East
Dandenong 3175
T 03 9791 8344

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided integrated services, linking services to client needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to economic and social development in our community.

Vision:

Every person counts, every system fair.

Mission:

Achieving better social and economic outcomes for people in our community

Values:

Social and Economic Inclusion, Equality, Compassion, Dignity and Choice

Position Context:

The intake and assessment team is a front of house service at Dandenong, which responds to enquiries, engages in initial assessment and refers people to appropriate internal and external services. This team also provides emergency relief to people experiencing unexpected financial hardship and general support.

This is a dynamic team that is highly responsive to peoples needs and works within a strengths based framework. The team consists of skilled volunteers and social work students who are supported by an experienced paid staff member at all times. South East Community Links has worked with volunteers and students for many years and greatly values their contribution to the organisation and wider community. SECL views volunteers and students in the same way as paid staff and as such volunteers are included in many aspects of the organisation, from input into the strategic direction to organisational meetings, training and development.

The intake and assessment team is part of the larger Dandenong team. The Dandenong team is the first team at SECL to implement the new SECL Bridge Model to Self Sufficiency and develop measures and tools to track outcomes for our clients. This requires a multi-disciplinary, integrated team approach to service delivery. The team consists of a paid Manager and highly skilled direct service staff with generalist and specialist knowledge, as well as volunteers and students. This new model also utilises a coaching approach with an emphasis on client empowerment and skills development to move from crisis to economic and social mobility. Evaluation, development and implementation of an outcomes measurement framework will be key components of this first phase of rolling out our new model.

SECL understands that continuous improvement and change are essential for the growth and sustainability of the organisation to ensure evidence based and innovative service responses that meet the needs of clients and the wider community. As such SECL embraces change and offers many training and development opportunities to support staff, volunteers and students to build their knowledge and strengthen their skills and capability.

Key Stakeholders and Working Relationships

Internal:

- SECL clients
- SECL Paid staff, other volunteers and students on placement

External:

We partner and work with many external agencies including;

- Centrelink
- City of Greater Dandenong
- Windermere
- WAYSS
- Monash Health
- SECASA
- Wellsprings for Women
- Schools
- Salvation Army

Responsibilities:

1. **Behavioural:** Work with clients and other workers in a positive, collaborative, empathic, non-judgemental manner, being respectful of others values and diversity
2. **Client Outcomes/Client Services**
 - Respond to client enquiries by phone or in person to identify their needs and link to appropriate services or information
 - Interview clients to understand their circumstances, assess their needs and provide practical support as required e.g. emergency relief; assistance with form filling; advocacy or negotiation with other services.
 - Sourcing information from databases, the internet and pamphlets and sharing information with clients so they can make informed choices.
 - Refer clients internally and externally ensuring appropriate and ongoing services to clients.

- Enter client information and case notes on electronic Client Management System.
3. **Training and Meetings:** Attend SECL Induction (there are 4 for client facing staff – organisational, site/program, Resettlement Journey and Working with Interpreters) and a negotiated amount of staff meetings and trainings per year
 4. **Quality:** Participate in SECL ongoing continuous quality improvement, including adherence to SECL Policies and Procedures. Ask questions when unsure or to gain greater understanding.
 5. **OH&S:** Occupational Health and Safety (OH&S) legislation, regulations, policies, procedures and guidelines must be followed at all times. Potential risks and hazards should be reported immediately to an OH&S representative or management.
 6. **Risk Management:** It is the responsibility of all workers to manage risk as it arises in their area(s) of responsibility and to comply with the organisation’s Risk Management policy and guidelines.

Selection Criteria:

Capabilities: (experience, behaviours, skills, knowledge, aptitude)

- Well developed spoken and written English skills
- Adaptable and willing to work with change, new ideas and approaches
- Willing to engage in regular supervision, training and development
- Demonstrated ability to treat every person with dignity, compassion and respect. Allow clients to speak up, have their say and make their own choices.
- Embraces diversity and does not stereotype clients based on socio-economic status, ability, age, gender, race, religion or sexuality.
- Ability to provide respectful, SECL endorsed client services, informed by current and sound practice, policies and procedures.
- Implements practices that engage and support clients to achieve better outcomes
- Responsible, flexible, committed to ongoing learning and development
- Develops positive and fruitful relationships with other workers and promotes harmony.

Qualifications:

Essential Qualifications:

Successful applicants will be required to complete the accredited Community Support Worker Course (CHCCCS004 – Assess Co-existing Needs) or have Recognised Prior Learning in an equivalent course. The CHCCCS004 course occurs one day pw over 6 weeks.

Desirable experience/knowledge/skills:

- Working with people from culturally and linguistically diverse backgrounds
- Second language relevant to the community SECL serves
- Previous work/volunteer/placement experience in a similar area
- Qualification in a related area

Other relevant Information:

Applicants will be required to:

- Satisfactorily complete a National Police check and Working with Children Check prior to appointment (International Police Check if worked overseas for 12 months or more within the last 10 years)
- Sign the SECL Code of Conduct
- Sign DSS Deed Poll of Confidentiality

Position Developed: January 2018

Approved:

Jinny McGrath
(General Manager, Organisational Development)

Signed Off (Volunteer)

Date: 22 February 2018

Date: _____