

Community Support Worker

July 2016

Camcare was established in 1976 to meet the needs of people in the local area who sought community support.

Camcare is a community-based organisation that operates from two sites at:

- Ashburton
- Camberwell

Camcare delivers support services principally to individuals and families living in the City of Boroondara, and in addition the Integrated Family Services team provides family services support as part of Inner East Integrated Family Services Alliance. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. It also attracts funds through the support of private donations, philanthropic trusts and the community sector.

General Information:

Position title:	Community Support Worker
Reports to:	Manager Community Support Services
Organisation:	Camcare Inc.
Rate of Pay:	Voluntary Position
Hours of work:	One rostered session of 4 hours per week as a minimum, plus attendance at On Going Training and monthly site meetings.
Tenure:	Minimum commitment of one year followed by annual review.

Position Objective

The Community Support Worker provides high quality information, support and referral services, and emergency relief to clients in a confidential and impartial manner, enabling clients to make their own decisions and choices.

This service is delivered from both Camcare sites at Ashburton and Camberwell. An outreach component of the role is delivered through telephone-based outreach from both Camcare sites, accompanying clients to appointments, and representing Camcare at community events.

Key Responsibilities

Interviewing - Face to Face or Telephone

- Identify and assess client requests and needs in person or by phone, and provide crisis intervention, practical support as required (e.g. drafting letters, filling out forms), emergency relief, advocacy and negotiation support as appropriate.
- Follow up with clients by telephone or email as required.
- Refer clients to Camcare's range of wellbeing counselling and other client-based services. Refer clients to other agencies that can provide assistance and support to best meet their needs.

Information Provision

- Provide accurate, up-to-date information to clients about services and eligibility by accessing agency information resources, e.g. Internet databases / written material / brochures

Administrative

- Accurately record details of enquiries, statistical collection forms, and other information collection forms on appropriate databases as required.
- Accurately record client contact notes.
- Follow established agency administrative procedures.

Reception and Customer Service

- Provide professional, non-judgmental, friendly and compassionate customer service in a manner that upholds the dignity and privacy of the client.
- Provide an efficient and effective phone reception service as required.

Outreach

- Provide telephone-based outreach and follow-up intervention from both Camcare sites.
- Accompany clients to appointments.
- Represent Camcare at a range of community events such as festivals, community drop-in sessions at other agencies, advocacy campaigns.

Professional Development and Training

- Maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community.
- Attend a minimum of six training sessions per year as organized by the agency.
- Any staff member undertaking or participating in a course of study may request an exemption from attending some training sessions.

Qualifications Required

- Successful completion of the accredited CHCCCS004 Community Support Workers Course
- Recognized Prior Learning in an equivalent course. The training is part of the Induction process.

Selection Criteria

- Demonstrated empathy and a non-judgmental attitude to clients at all times.
- Ability to work effectively with people from various socio-economic levels and cultural backgrounds, demonstrating an inclusive attitude.
- Capacity to exercise independent judgment and work autonomously.
- Capacity to be flexible and accommodate change.
- Willingness to learn on the job and to develop new skills as required.
- Sound verbal and written communication skills.
- Demonstrated computer literacy in a range of software programs. Communication via email is required.
- Commitment to attend training sessions as required by the agency.

Relevant Personal Characteristics

- Reliability and integrity
- Ability to work harmoniously with a team of paid staff and volunteers.
- Good organisational and time management skills, and ability to be self directed.
- Strong customer service approach
- Compassionate with an orientation for social justice

Police Check and Working with Children Check

- All staff will be asked to undertake a National Criminal Records Check and Working with Children Check before commencing duties with the agency.

Ethical Requirements:

All Camcare employees are required to adhere to Camcare's Code of Ethics.

- **Policy**
All staff will abide by Camcare's policies and practices.
- **Philosophy of Camcare's work**
All staff will work within the philosophical guidelines set out in the Aims and Objectives in the Constitution.

Signature of Incumbent _____

Date _____

Signature of CEO: _____

Date _____

References:

- Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations
- Volunteering Australia Definition and Principles of Volunteering, Volunteer Rights and Checklist