



NEWPORT SOCIAL SERVICES COMMUNITY INFORMATION CENTRE

Outlets Co-op Neighbourhood House LTD – Newport Community Education Centre
43 Mason Street, Newport 3015 contact: outlets@outletscop.com.au

Position Description: Community Support Worker (CSW) - Volunteer

Preamble:

Newport Social Services -Community Information Centre, based at Outlets Co-operative Neighbourhood House LTD – Newport Community Education Centre, is a not-for-profit community based charitable organisation and through a variety of services provides:

- Resources and support to low income Hobsons Bay residents who suffer from financial stress or crisis. Our aim is to strengthen their financial independence and increase resilience.
- Programs and services which advance the education and skills development of disadvantaged and other Hobsons Bay residents.
- Promotes social inclusion and strong networks through the operation of a volunteer resource service that provides opportunities for volunteer participation in the City of Hobsons Bay.

Community Information Centre offers a service that is:

- Free
- Confidential
- Impartial
- Independent
- Recognises clients' rights to make their own decisions

Core functions undertaken by the organisation include the provision of information, support and referral. Other services provided include, tax assistance, emergency relief, legal service.

The organisation is governed by a Committee of Management who employs a Centre Manager to be responsible for the day-to-day management of the organisation.

Key Position Objective:

- To provide information, support and referral services to clients in a confidential and impartial manner, at all times maintaining the clients right to make their own choices and decisions, whilst operating within Organisation policies, procedures and standards and the relevant Government legislation, laws and Acts.

Duties and Responsibilities:

Interviewing:

- To identify and assess clients' requests/needs personally or by phone, by providing practical support if required (for example, drafting letters, filling out forms), crisis intervention, advocacy and negotiation support as required and as appropriate.
- To refer clients to other agencies that can provide assistance and support to best meet their needs.

Information Provision:

- To provide accurate up-to-date information to clients by accessing organisation information resources, for example, Internet databases and/or written material.



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Administrative:

- To accurately record details of enquires handled via case record sheets, statistical collection forms and other information collection forms as required.
- To follow established administrative organisation procedures as per organisation requirements.
- To be available for interviewing duties on a regular basis (one session per week).

Professional Development:

- To maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community
- To attend debriefing and CSW regular organisational meetings i.e. monthly meetings
- To attend training sessions as required by the organisation

Other:

- To have read, understood and agreed to comply with the policies and procedures of the organisation.
- To understand the relevant acts, laws and legislation that impact on the role of the interviewer and the organisation. This includes the Information Privacy Legislation 2000, and the Occupational Health and Safety Legislation 2004.
- To work co-operatively with other staff members providing support and assistance where necessary and appropriate i.e. Foodbank organising, front desk attendance
- To report to the manager or programme leader any concerns or issues regarding complex client needs in the case where supervision and delegated authority is required.

Opportunity – professional development - Qualifications Required:

Opportunity to undertake nationally accredited unit of competency CHCCS004 - Community Support Workers Course.

Reporting to:

The Centre Manager and 2nd in-charge for daily duties.

Hours of Work and Conditions:

A rostered session as negotiated with Roster staff and the Centre Manager. The position is on a voluntary basis.

Training and Appraisal:

- All staff must attend at least one training session per year as organised by the organisation.
- Any staff member undertaking or participating in a course of study may request an exemption from attending certain training sessions.
- To assist with organisation planning and evaluation, all staff are required to participate in the annual appraisal process.

Police Check and Working with Children Check:

All staff must undertake a police check and working with children before commencing duties with the organisation.

Grievance Procedure:

If a grievance arises be prepared to follow the organisation's Grievance Procedure.