



JOB DESCRIPTION FORM	
POSITION DETAILS	
POSITION TITLE:	Support Worker
LOCATION:	Mary Smith Refuge and Starick House Refuge
EMPLOYMENT CONDITIONS:	Starick Services Incorporated Collective Enterprise Agreement 2016
LEVEL:	Social Community Home Care and Disability Services Award (SCHADS) Level 2 pay point 1-4
EMPLOYMENT STATUS	Full-time, Part-Time, Casual
REPORTING RELATIONSHIPS	
Position reports to:	Coordinator Mary Smith Refuge and Coordinator Starick House Refuge
Positions reporting to this Position:	Nil
PURPOSE	
The Refuge Support Worker works across Starick's two refuges, Mary Smith and Starick House, to support positive outcomes for clients and the efficient and effective functioning of the services. The position provides practical support to the Coordinators, and to the Women's Advocates and Child Advocates in the refuges.	
ABOUT THE SERVICE	
Starick is an innovative and client focused organisation providing crisis accommodation, outreach services and holistic support to women and children escaping family and domestic violence. Starick's operating frameworks are: • family/domestic violence informed • child centred • trauma informed • response based • strengths based • culturally sensitive • client focused	

Starick has two refuges, Starick House and Mary Smith, which provide crisis accommodation and support services for women with or without children escaping domestic and family violence.

The service outcomes are:

- Timely support and safe accommodation are provided to women and their children
- Women and children's safety is enhanced
- The harmful effects of violence are reduced for women and their children
- Women and children's resilience and wellbeing is strengthened
- Women are supported to identify their own and children's needs and access support as appropriate
- Crisis and post crisis intervention is provided to improve family wellbeing

POSITION INFORMATION

The Refuge Support Worker has the following duties:

1. Supporting the Women and Children's Advocates as directed
2. Administration, including but not limited to:
 - filing;
 - answering phones;
 - monthly tasks including vehicle log sheets, water meter checks, electricity meter check etc.;
 - archiving.
3. General cleaning of the work environment as directed by Manager including but not limited to:
 - preparation of accommodation units for new clients;
 - unit inspections;
 - cleaning of units after clients vacate;
 - maintenance and cleaning of outdoor areas;
 - sorting of donations and transporting donations to other services or the Starick Op Shop.
4. Transport for clients.
5. Provides practical support to the Coordinators, advocates and clients as required.
6. Communicates positively with clients to ascertain their needs and provides emotional support.
7. Participates in professional supervision as directed
8. Other duties as directed by the Refuge Coordinators.

COMPETENCY PROFILE

Demonstrated knowledge of Family and Domestic Violence.

- Understands FDV and trauma informed models, approaches, theories and practices when dealing with clients.
- Demonstrated knowledge and understanding of the impacts of FDV on children, families and wider communities.
- Demonstrated knowledge of the FDV sector including context, principles, philosophies, policies, regulations and legislation.

Health and Wellbeing

- Demonstrated knowledge of the physical, emotional, psychological and behavioural impact of trauma and abuse.
- Demonstrated knowledge of self-care when working in a crisis service

SELECTION CRITERIA**Essential:**

1. Experience in the provision of services/support to women and children in crisis.
2. Demonstrated experience in working as part of a team.
3. Knowledge of the Family and Domestic Violence sector and/or social service system.
4. Well-developed verbal and written communication skills.
5. Computer skills including word processing and emails.

Desirable:

1. Qualification in social work, community work, counselling, community services, or other related discipline
2. Demonstrated commitment to responding effectively to clients with diverse needs and backgrounds
3. Experience working with women and children who have experienced family and domestic violence.
4. Experience with databases including SHIP and Excel.

REQUIREMENTS

- A national police clearance
- A working with children clearance
- A current WA Drivers Licence

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the position.

CHIEF EXECUTIVE OFFICER:

Date:

As position holder I have noted the statement of the responsibilities, competencies and other requirements as detailed in this document.

POSITION HOLDER NAME:

SIGNATURE:

Date: