

1. Position Identification

Title:	Connection Worker
Location:	Karnany Resource Centre
Level:	Social, Community, Home Care and Disability Services Industry Award 2010 – Crisis Accommodation Employee - Level 1
Hours of Work	38 hours per week
Date effective:	8 th February 2022

2. Reporting Relationships

Responsible To (immediate Supervisor)	Karnany Resource Centre Manager
Number of Staff Positions (directly supervised)	Nil
Number of Staff Positions (indirectly supervised)	Nil

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

WE BELIEVE...

Everyone has the right to a safe place to live and grow.

WE WILL...

Indigo Junction will:

- Offer safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation
- Support our client's development towards self sufficiency
- Use our voice to advocate for social change

OUR SERVICE IS...

Dedicated Respectful Innovative Informed Collaborative

4. The key objectives of this position are:

- To provide the first point of service contact and triage support to individuals and families accessing the Karnany Resource Centre who are at risk or are experiencing homelessness.
- Conduct vulnerability assessments with families and individuals that support the prioritisation of people connecting with Indigo Junction homelessness services.
- Engage in short term case management with a focus on connecting clients and families with services that respond to their immediate and long-term accommodation needs with the aim of reducing homelessness.
- Broker relevant internal and external services that respond to the clientele presenting issues, including mental health, housing and AOD services.
- Build the capacity of individuals and families with a focus on life skill development and long-term self-efficacy.
- Oversee the day to day operations of internal supports that respond to individuals and family's immediate crisis and needs.
- Connect with stakeholders and sector networks that respond to the needs of the client groups.

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures Manual.
- Operate within the Indigo Junction Staff Code of Conduct.
- Operate in accordance with CPFS Service Standards and funding contract requirements.
- Work within the Indigo Junction case management model, reporting to the Karnany Resource Centre Manager
- Other duties as directed by the senior staff.

Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
- Provide triage and support to individuals and families accessing the Karnany Resource Centre
- Provide one-on-one short-term casework services to assist clients
- Provide informal counselling/emotional support to clients.
- Assist with the delivery of client individual and group living skills programs.
- Provide information, advocacy and referral services for clients, and provide practical support for them to access those services.
- Provide practical support to clients with a focus on homeless people sleeping rough to access internal facilities and resources that respond to immediate crisis and basic need.
- Maintain quality data as required by Indigo Junction IT and records management systems.

6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent.	✓	
<i>b) Experience and knowledge</i>		
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with people in crisis.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and other crisis.	✓	
Experience in a case management approach with an understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with people from diverse backgrounds.	✓	
Experience in responding to alcohol and drug problems.		✓
<i>c) Skills and attributes</i>		
High level of interpersonal skills.	✓	
High level communication skills, both written and oral.	✓	
High level negotiation and advocacy skills.	✓	
Sound self-management, time management and organisational skills.	✓	
Computing skills in word processing, spreadsheets and data-bases.	✓	
<i>d) Training and/or licences and/or clearances</i>		
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____
Connection Worker

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

Signature: _____
Chief Executive Officer

Date: _____

