Position Description	Community Support Worker (CSCP)
SCHADS Award 2010 Classification	SACS Level 3
Reporting to	Community Services Coordinator (CSCP)

POSITION PURPOSE

Working closely with the Community Support Coordinator, the successful applicant will help provide a connector role, offering information, guidance and referrals to older people and carers. The role involves supporting community outreach, building relationships with local organisations and services, and assisting with activities that promote community connection, reduce social isolation and improve health and wellbeing outcomes.

KEY RESPONSIBILITIES

- Be a valued team member helping to provide Community Support programs and services including the Connecting Seniors and Carers Program (CSCP)
- Work closely with the Community Support Coordinator to implement the Connecting Seniors and Carers Program and assist with implementing planned activities
- Participate in outreach activities, distribute information and assist in building relationships with local organisations and community groups Support clients to identify appropriate services and facilitate referrals under the guidance of the Community Support Coordinator
- Maintain client file notes, record activities and collect and maintain information needed for reporting
- Provide information and general support to clients, referring complex enquiries and matters to the Community Support Coordinator
- Attend meetings and develop relationships with support
- Participate in supervision and implement feedback
- Assist with the administration, maintenance and accurate updating of client records ensuring information is recorded in accordance with program and reporting requirements.
- With supervision provide quality consumer services and assist to resolve any customer complaints
- With direction monitor your own workflow to achieve set service and client needs
- Provide feedback for reviews and input for continuous quality improvement
- Carry out other duties as business needs arise or directed

SELECTION CRITERIA

Essential Criteria

Qualifications

- Working towards or completed tertiary Qualifications at Certificate IV level in Community Services, social work or social sciences and 1-2 years' experience in a similar service

Licenses/Clearances:

- Current drivers' licence
- Criminal History check
- Working with children check

Skill Requirements

- An ability to work independently with supervision and in a team to meet outcomes
- Confident verbal and written communication skills
- Flexibility, adaptability and problem solving
- Competent organisational skills and computer literacy

Experience Requirements

- With direction plan, prioritise and organise to achieve set goals
- Where required use initiative in the work environment
- Ensure you maintain client confidentiality outside of CareWays
- Maintain general file notes to meet funding requirements

Knowledge Requirements

- Sound understanding of Community Development Principles and Practices
- Empathetic understanding of the client target groups, including indigenous and cultural groups
- Adhere to organisation policy and procedures
- Ensure the safety of service users and team members

Expectations

- Adherence with the vision, values and mission of CareWays Community
- Ability to maintain boundaries, work legally, ethically and professionally
- Actively participate in regular supervision
- Follow and implement all organisational policies and procedures, and abide by all legislation, including, but not limited to Child Protection, Work Health and Safety, Privacy and Confidentiality and Code of Ethics and Conduct.

ADDITIONAL INFORMATION

- CareWays has a smoke free environment policy for all property and motor vehicles