



## Community Support Worker POSITION DESCRIPTION

<b>Position Number:</b>	3755
<b>Portfolio:</b>	Communities
<b>Business Unit:</b>	Community and Cultural Services
<b>Team:</b>	Community Partnerships
<b>Position Status:</b>	Temporary Full time
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Supervisor Community Centre
<b>Revised:</b>	December 2024

### **General Position Statement:**

This position supports Council's direction by improving accessibility and inclusion for people of all ages and abilities. The position facilitates access to services, provides connection for clients, and focuses on strengths-based information, advice, and referral support services in a professional, ethical, efficient, and confidential manner.

The position is funded by the Queensland Government as a part of a two-year Social Prescribing in Neighbourhood Centres trial, to support families to enhance their wellbeing by strengthening connections with communities, social networks, and services.

### **Specific Responsibilities:**

This position has the following responsibilities:

1. Actively contribute to and form part of a professional Community Centre team supporting the achievement of results and outcomes.
2. Safeguard children and vulnerable adults through the provision of applying relevant policies and procedures for triage, risk assessment and referring clients to other services, including statutory child protection services, to address primary health or social needs.
3. Provide a consistency level of support and assistance through planning, promotion, delivery, and review of activities undertaken by the Social Prescribing in Neighbourhood Centre Trial initiative.
4. Maintain relationships with and collaboratively work with local key stakeholders and service providers to support project delivery and establish strong pathways for referring clients to community based activities.
5. Develop trusting relationships with clients, by providing continuity and a personalised and coordinated experience of care, remaining point of contact throughout.
6. Undertaken holistic assessments of referred clients to understand their unique experience of social isolation and/or loneliness, including co-existing social, health and wellbeing concerns and risk factors.





7. In consultation with clients, develop personalised plans to alleviate social isolation and/or loneliness through facilitating connections to community groups/services/activities, and by encouraging self-referrals as appropriate.
8. Leveraging existing Community Centre infrastructure and networks to thoroughly map the local area community assets and identify and record the options for referral pathways into and out of community (services and other assets).
9. Advocate for, and support members of the public to start new community groups, which address service or activity gaps in the local community.
10. Utilise brokerage funds and appropriately allocate to help individuals and families access services, activities, and support, when a need is identified that cannot be met by the service user's existing supports.
11. Promptly report adverse service-related situations that may place clients or staff at risk to the Supervisor.
12. Maintain fidelity to the model and purpose of a Social Prescribing Link Worker as an enabling and capacity building function.
13. Ensure all consumer information is treated with due respect and confidentiality and in line with the Information Privacy Act 2009, Council directives and procedures.
14. Collate information and data on community resources and organising in up-to-date and accessible formats for a range of different service users from various communities.
15. Promote self-awareness, positivity, and creativity thinking in the performance of duties.
16. Actively support team goals and work collaboratively, to meet deadlines within scheduled timeframes.
17. Document framework and procedures that inform the successful set up of a social prescribing model in community, participate in a community of practice with other Social Prescribing Link Workers, and engage in monitoring and evaluation.
18. Ensure documentation is maintained in Council's corporate records management system.
19. Assist in completing performance reporting requirements as specified by Council and applicable funding body and participate with end of project funding reporting as required.
20. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
21. Refer matters which may impact upon the business, Council, and employees to the relevant Supervisor or Manager.
22. Undertake other relevant duties as directed, consistent with the skills and competencies required for this position.

### ***Position Requirements:***

#### **Skills/Competencies**

1. Proven experience developing family and child holistic assessments and prioritising workload and client demand, in accordance with community needs, priorities and urgent support required by individuals.



2. Knowledge of resources and available local services together with experience empowering families, children, and young people in a planned and structured way to improve health and well-being outcomes.
3. Experience working in a culturally sensitive way with diverse communities, including culturally and linguistically diverse (CALD) backgrounds.
4. Strong communication (verbal and written) and interpersonal skills, to effectively collaborate with stakeholders, clients, community groups and employees and strongly focused on quality customer service.
5. Sound problem solving and advocacy skills to navigate complex social systems and advocate for individuals to ensure they are connected to essential support services.
6. The ability to effectively operate computer systems including finance, records management and Microsoft Office Suite.

### Mandatory Qualifications, Licences and Experience

1. Tertiary qualifications in Social Work/Human Services or equivalent and/or relevant experience and skills from working in a similar role, together with wide ranging knowledge and understanding of the Social Prescribing Link Worker model and motivational and behavioural techniques.
2. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo criminal history screening under the blue card system. A valid Blue Card will be required prior to commencement in the role.
3. Must possess and maintain a current motor vehicle driver licence.

### Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.





### Physical Requirements


1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

### Delegations and Authorisations:

Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.

### Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by a temporary labour hire incumbent within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of and incumbent assigned to the role.

<b>Authorised By:</b>	General Manager Communities
<b>Name:</b>	Katrina Paterson
<b>Signature:</b>	
<b>Date:</b>	11 December 2024
<b>Present Incumbent:</b>	
<b>Signature:</b>	
<b>Date:</b>	







## TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



## COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



## ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



## POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



## POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.

# Community Support Worker

## SELECTION CRITERIA

<b>Position Number:</b>	3755
<b>Portfolio:</b>	Communities
<b>Business Unit:</b>	Community and Cultural Services
<b>Team:</b>	Community Partnerships
<b>Position Status:</b>	Temporary Full Time (up to 31 December 2026)
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Supervisor Community Centre
<b>Revised:</b>	January 2025

Please address each of the selection criteria below in your application:

1. Mandatory qualifications and experience:

- Tertiary qualifications in Social Work/Human Services or equivalent and/or relevant experience and skills from working in a similar role, together with an understanding of the Social Prescribing Link Worker model and motivational and behavioural techniques;
- The ability to undergo criminal history screening under the blue card system; and
- Must possess and maintain a current motor vehicle driver licence.

2. Proven experience developing family and child holistic assessments as well as the ability to prioritise workload and client demands in accordance with urgent support required by individuals, as well as community needs and priorities.

3. Demonstrated knowledge of resources and local activities, programs and services together with experience empowering families, children, and young people in both structured and informal ways to improve health and well-being outcomes.

4. Strong communication (verbal and written) and interpersonal skills, to effectively collaborate with stakeholders, clients, community groups, employees in a culturally sensitive way when communicating with diverse communities (e.g. culturally and linguistically diverse [CALD] backgrounds).

**Suggested approaches to addressing selection criteria include:**

Responses should be relevant and directly relate to the selection criteria.  
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.