

Dear Applicant,

Thank you for your interest in the position of **Community Access and Homespace Worker (CAHS) at Community Living Program (CLP)**.

Please find attached an application kit containing the following documentation:

- Position Description (CAHS Worker)
- A Good Worker's Checklist developed by CLA Constituents (CLA Star Trainers)
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

Community Living Program works with people with intellectual and cognitive disabilities to enable them to achieve their maximum potential as members of society. **We value relationship-based, trauma-informed and capacity building practice.**

**CLP is seeking Community Access and Homespace Workers to work with constituents to achieve their goals for change.** This is a full-time position (38 hours/week), on a twelve-month contract. Remuneration is at a SCHCADS Level 2 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHCADS award can be accessed here: [https://www.fwc.gov.au/documents/documents/modern\\_awards/award/ma000100/default.htm](https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm)

#### **Role of CAHS Worker:**

- Implement proactive holistic direct support and capacity building projects (short and long-term) to constituents.
- Working collaboratively with the CLP Key Workers, families, significant others who are in contact with constituents.
- To develop a supportive and respectful relationship with constituents and explore what is important to them.
- Support constituents to build relationships, resources, decision making and knowledge in their life.
- Attendance and participation in weekly CLP Team Meeting
- Administrative tasks include case notes, reception duties, answering phones, locking up.

#### **Benefits of working in the Community Living Program:**

- Variety of individual, group, and project work opportunities supporting people to achieve individual and collective goals for change.
- Diverse practice and skill development opportunities. CLP supports young and older adults with diverse needs and lived experiences.
- Receive day to day practice support and regular formal supervision by a qualified and experienced Social Worker (weekly during probation and monthly after probation).
- Attend weekly team meetings for case reflections and team development
- Comprehensive induction and internal training sessions
- Mobile Phone
- Not for profit salary packaging

To apply for the position of CAHS Worker, please submit the following documents:

1. Curriculum Vitae (Please include name, position and contact details of 3 referees who can comment on your work)
2. Cover letter (maximum of three pages) answering the questions below. **Please include examples to illustrate your practice when responding to the questions (Questions: 1-3). Applications with no response to the questions below will NOT be considered.**

## Questions

*Q1– Why do you want to be a Community Access and Homespace Worker in the CLP team?*

*Q2 – What is your practice approach and experience of working with people from a marginalised background?*

*Q3–How do you operate as a member of a team, including any teams you are current in?*

*Q4– Are you able to be flexible with work hours, on occasion?*

*Q5– Do you currently have a driver license and a vehicle, which can create safe, confidential workplace whilst transporting people?*

## Further Information:

Appointment to the position of CAHS Worker will be subject to a Blue Card 'Working with Children Check' and 'Yellow Card Exemption' and 'NDIS Worker Screening Clearance'

Prior to start date, the successful candidate must have blue card and NDIS Worker Clearance Card, and provide a certificate to demonstrate completion of NDIS Worker Orientation Module "Quality, Safety and You".

Prior to start date, the successful candidate must have been fully vaccinated (Covid19 Vaccination) as per Public Health Order

Applications are due by **9am Tuesday 21<sup>st</sup> December 2021**. Shortlisted applicants will be interviewed on **22<sup>nd</sup>, 23<sup>rd</sup> December 2021 and the first week of January 2022 (4<sup>th</sup> -7<sup>th</sup> January 2022)**.

**Please forward applications to [reception@communityliving.org.au](mailto:reception@communityliving.org.au)**

or in writing to

CLA Co-ordinator

5 Nundah Street

Nundah QLD 4012

Yours sincerely,

Sarah MacDonald & Michael Wong

**COMMUNITY LIVING ASSOCIATION**  
**ROLE DESCRIPTION**  
**Community Access and Homespace Worker**

**Purpose of this position:**

Community Living Program works with people with intellectual, cognitive, and/or psycho-social disabilities (constituents) to enable them to achieve their maximum potential as members of society. We value relationship-based, trauma-informed and capacity building practice.

The Community Access and Homespace Worker (CAHS) is responsible for providing proactive and direct outreach support to constituents and their significant others to support their goals and build resources, relationships, decision making and knowledge.

**Characteristics and Features:**

- Work under general guidance and direction from Key Workers and Team Leaders to utilise knowledge, as outlined in the role requirements, to provide direct support for constituents.
- Contribute and assist Key workers to establish goals and outcomes in the case work and capacity building projects with constituents, and any groups/or projects arising in this work.
- Manage, plan and organise your own work and may be required to oversee the work of a limited number of lower classified employees and volunteers.
- With supports from Key Workers and Team Leaders, CAHS workers will apply CLA's capacity building Framework, CLP Practice Framework, and other practice principles, guidelines, policies and procedures as relevant to the role.
- Freedom to act within established CLA policy and guidelines when engaging in direct support and capacity building projects with constituents. Consultation and support from CLP Key Workers and Team Leaders will be sought where risk assessment, safety planning, critical incidences or reporting arise.
- Operate as a member of a team and may contribute knowledge and skills in organisational meetings.

**Duties and Responsibilities:**

- Under the directions and guidelines from Key Workers and Team Leaders, CAHS workers engage in project work (short & long-term) and provide direct support for constituents with an intellectual, cognitive, and/or psychosocial disability.
- Actively building purposeful relationships with constituents and support them to build their capacity and achieve their goals at their home or/and in community.
- Actively support constituents to link with people, services and activities in the community (e.g., community activities & recreation activities )
- With assistance from Key Workers and Team leaders, CAHS workers are required to apply CLA's Practice Framework, CLP Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the constituents we work with

- Assist in development or implementation of support plans for constituents, under the guidance from Key Worker and Team leaders.
- Utilise group facilitation and conflict resolution skills in the work, as required.
- With assistance from Key Workers and Team Leaders, CAHS workers work collaboratively with families, significant others and potential internal and external stakeholders to advance constituents' needs and goals.
- Challenge and confront ideas and actions which place constituents at risk of exploitation or involvement in illegal activities, with the support of the CLP Key Workers and Team Leaders where appropriate.
- Engage in professional development as provided by the organisation and your team leader, specifically training, supervision, debriefing, team meetings and general support in crisis interventions, conflict resolution, trauma-informed practice and undertaking risk assessments, safety planning, amongst other skills and knowledge.
- Share administrative responsibilities (e.g., reception duties, locking up and recording at team meetings)
- Actively participate in organisational processes including team and program meetings, and other cross organisational training and development.
- Maintain record keeping such as case notes, minor expenditures, and assist the Team Leader with programmatic/organisational data and reporting.

#### **Requirement:**

- Previous experience and knowledge in working with people with an intellectual, cognitive and/or psycho-social disability.
- An ability to develop knowledge of the helping process and developmental practice.
- An ability to develop knowledge in trauma-informed practice, crisis intervention, safety planning and risk assessments, whilst engaged in the role.
- A commitment to social justice, including the ability to work with work with people from diverse and oppressed backgrounds (LGBTIQ, CALD, ABSTI).
- Driver's license and use of own vehicle for work purposes (mileage reimbursed as per SCHADS Award)
- NDIS Worker Orientation Module certificate of completion
- Yellow Card, Yellow Exemption, OR NDIS Worker Screening Clearance
- Blue Card "Working with Children Check"
- Proof of Covid19 Vaccination Status as per Public Health Order

#### **Accountability:**

- CAHS workers are accountable to their Team Leaders
- Workers are required to follow CLA's Policies and Procedures, and statutory requirements
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur.

## **A Good Worker's Checklist developed by CLA Star Trainers**

### ❖ Good workers support me no matter what it is

- Crisis and emergencies
- Solving problems
- Achieving goals
- Learning new skills
- Having someone to talk to
- Talking to other people and services

### ❖ Good workers know important things about me

- Things I can have trouble with
- My ways of learning
- How I express my feelings
- The important people in my life
- My achievements and goals

### ❖ Good workers respect me

- They respect my privacy
- They ask and listen to me
- They tell me what is happening
- They tell me if they are running late
- They are honest with me
- They work as a team with me

### ❖ Good workers are good at communicating

- They listen to me
- They help me understand
- They help me talk to other people
- They help me have tough conversations

### ❖ Good workers are good to work with

- They are friendly
- They are fun
- They are on my side
- I can trust them
- I can count on them
- They celebrate my achievements

# Community Living Association

## POLICY AND PROCEDURES

### Trauma, Vicarious Trauma, Burnout and Self-Care

#### **PREAMBLE**

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

#### **POLICY**

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

#### **PROCEDURE**

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.