

Dear Applicant,

Thank you for your interest in the position of **Key Worker at Community Living Program (CLP)**.

**Social Work or similar preferred. New Graduates are encouraged to apply**

Please find attached an application kit containing the following documentation:

- Position Description (CLP Key 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 2 Key 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 3 (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 Key Worker:**

- Providing proactive outreach,
- Direct holistic casework support (short and long-term) to constituents.
- Facilitating groups and engaging in community projects.
- Working collaboratively with families, significant others, support coordinators and service providers who are in contact with constituents.
- To develop a supportive and respectful relationship with constituents and explore what is important to them.
- Implementing the CLP capacity building practice framework to support constituents to build relationships, resources, decision making and knowledge in their life.
- Trauma informed practice to approach with a high level of understanding of trauma, the impact of trauma on constituent's life.
- Attendance and participation in weekly CLP Team Meeting
- Administrative tasks include case notes, taking referrals, reception duties, answering phones, locking up.
- Supporting the Team Leaders in data collection, service documentation, evaluation, service development and systems advocacy.

**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 Key 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: 1-4). Applications with no response to the questions below will NOT be considered.**

### *Questions*

*Q1: Why do you want to be a Key worker in the CLP Team?*

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

*Q3: How do you operate as a member of a team, including any teams and stakeholder groups you are current in?*

*Q4: As a practitioner, how are you committed to ethical practice, reflection on practice and ongoing professional growth?*

*Q5- Are you able to be flexible with work hours, on occasion?*

*Q6- 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 CLP Key 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*

**CLP Team Leaders**

# COMMUNITY LIVING ASSOCIATION

## ROLE DESCRIPTION

### CLP Key Worker

#### **Purpose of 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 Key Worker (CLP Team) 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**

- Utilise professional knowledge, as outlined in the role requirements, to undertake case work and capacity building projects with constituents.
- Establish goals and outcomes in the case work and capacity building projects with constituents, and any groups and/or projects arising in this work.
- Manage and plan your own work, and that of any subordinate staff, volunteers and/or students, including the provision of supervision if required.
- Advocate for the rights of constituents in the NDIS system, Government services, and other structural settings.
- Exercise initiative in applying CLA's Capacity Building Framework, CLP Practice Framework, and other practice principles, guidelines, policies, and procedures as relevant to the role
- Freedom to act when engaging in case work and capacity building projects with constituents. Where risk assessment, safety planning, critical incidences or reporting (e.g. Child Safety notifications) arise, consultation and support from the CLP Team Leader will be sought.
- Operate as a member of a team by actively contributing to organisational meetings, collaborative practice with colleagues, actively engaging in peer supervision and maintaining data and reporting requirements of the position.
- Receive instruction on the broader aspects of the work including identifying themes in practice to support systems advocacy, and the development of research and organisational practice knowledge.
- Assistance will be provided when crisis and complex support needs, including the involvement of multiple systems, arise in the work.

#### **Duties and Responsibilities**

- Engage in casework and project work (short and long-term) to provide direct support to constituents with an intellectual, cognitive and/or psycho-social disability, to actively support them to build their capacity and achieve their goals.
- Exercise responsibility for case work and capacity building projects with constituents on your caseload, and any groups or projects as required, drawing on the knowledge and skills outlined in the role requirements.
- Apply CLA's Practice Framework, CLP's 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.
- Utilise group facilitation and conflict resolution skills in the work, as required.
  
- Work collaboratively with families, significant others, support coordinators and service providers who are in contact with constituents, to advance constituents' needs and goals.
- Network with other community members, service providers, and community and government stakeholders to enhance outcomes for constituents.
- Identify and address challenges faced by constituents, and more broadly, to engage in individual and systems advocacy, with the support of the CLP Team and Team Leader where appropriate.
  
- Engage in, and actively contribute to, reflection practices, to enhance practice and outcomes for constituents.

- 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 and safety planning, amongst other skills and knowledge.
- Actively participate in and contribute to organisational processes including individual and peer supervision, team and program meetings, and other cross organisational training and development.
- Maintain record keeping such as case notes, minor expenditures, report writing and assist the Team Leader with programmatic / organisational data and reporting, including requirements of NDIS funding.
- Share administrative responsibilities (e.g., taking referrals, reception duties, locking up and recording at team meetings).
- Work autonomously, and where required, with support of the CLP team and Team Leader, to fulfill the requirements of the role.
- Work collaboratively with your team members, and other staff across the organization, as required.
- Assistance will be available when issues of a challenging nature present in the work, including crisis intervention responses, risk assessment and safety planning, and when supporting constituents engaged across multiple and complex systems (eg: Child Safety, Youth Justice, Housing, NDIS)
- Assistance will be provided to understand constituents' NDIS plans, funding, budgets and service agreements, enabling the CLP Key Worker to support constituents to understand and participate in the NDIS system, where relevant.

## **Requirements**

- Tertiary qualification in Social Work, Human Services or a related field is preferred
- Knowledge of intellectual, cognitive and/or psycho-social disability, as gained through a qualification or experience in the field
- Knowledge of the helping process and developmental practice, as gained through a qualification or experience in the field
- An ability to develop specialised/professional knowledge in trauma-informed practice, crisis intervention, safety planning and risk assessments, and complex support needs, whilst engaged in the role.
- A commitment to social justice, including the ability to work with people from diverse and oppressed backgrounds (LGBTIQ, CALD, ABTSI) and an ability to use advocacy skills in practice
- 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 Card exemption, OR NDIS Worker Screening Clearance
- Blue Card "Working with Children Check"
- Proof of Covid 19 Vaccination Status as per Public Health Order

## **Accountability**

- Key Workers are accountable to their Team Leader.
- 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.
- Workers will be supported with opportunities for ongoing professional development.

# **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.