

# Position Description

<b>Title</b>	Client Wellbeing Officer
<b>Business Unit</b>	Reid's Guest House, Housing and Homelessness
<b>Location</b>	128 Lydiard Street, Ballarat
<b>Employment type</b>	Full-Time, Maximum term until 30 June 2023)
<b>Reports to</b>	Manager, Reid's Guest House

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

To enhance the overall wellbeing of Consumer's participating in the Reid's Guest House program; by conceptualising, developing and delivering individual and group activities along with assessing, referring and tracking client wellbeing goals.

### 2. Scope

**Budget:**

- nil

**People:**

- nil

## Position Description

### Client Wellbeing Officer

### 3. Relationships

#### Internal

- Reid's Guest House Staff
- Other internal Uniting programs
- Volunteers

#### External

- External welfare agencies
  - External service providers
  - Community organisations
  - Private businesses
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### 4. Key responsibility areas

#### Service delivery

- Assist consumers and stakeholders with day-to-day enquiries in a professional and courteous manner.
- Develop, conceptualise and deliver activities that enhance the wellbeing of Consumers participating in the Reid's Guest House program.
- Liaise with external stakeholders to deliver programed activities.
- Maximise the use of communal spaces by developing and scheduling calendar of activities
- Develop and implement strategies to maximise Consumer engagement in programed activities
- Conduct client assessments and refer consumers to appropriate supports
- Advocate for consumers with support providers and other stakeholders to improve their wellbeing outcomes
- Establish and maintain a thorough knowledge of local community agencies, including the eligibility and referral requirements and other relevant resources
- Liaise with Volunteers to assist with the delivery of programmed activities
- Provide appropriate responses to unexpected events issues or incidents that arise, document responses / actions and complete incident reports where required
- Collaborate with stakeholders to develop plans for Consumers to improve their Wellbeing
- Conduct Consumer update and planning meetings with the Program Manager and other staff
- Assist with Client behaviour management strategies to reduce the potential behaviours of concerns displayed by Consumers
- Assist, where needed, in the operations of the overall Reid's Guest House program

#### Administration

- Conceive and Manage a Wellness calendar that maximises benefit to Consumer wellbeing
- Develop and conceptualise wellbeing activities in accordance with Uniting guidelines and best practice
- Monitor wellbeing activities including reporting on any costs
- Document consumer interactions and track their progress using appropriate tools
- Record shift activities in the computer diary in a clear and concise manner
- Report any hazards, near misses or injuries

#### Quality and risk

- Ensure policies and procedures are followed to ensure the safety of clients and staff and the correct fulfilment of role responsibilities.

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### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- Development and maintenance of Calendar of activities
- Activity participation levels and adherence to budgets of activities
- Client referrals to appropriate services
- Clear communication with clients

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## 6. Person specification

### Qualifications

- A relevant vocational or tertiary qualification (for example Diploma or Bachelor Degree), or equivalent professional experience in related field (required)
- Further qualifications in another discipline or specialist area (for example Graduate Diploma) (preferred)
- Current First Aid & CPR certificate (or willingness to obtain)
- Full Victorian Driver's Licence

### Experience

- Demonstrated experience working with clients with complex needs including multiple presenting needs including alcohol and other drugs, mental and/or physical illness, psychosocial and behavioural issues
- Demonstrated experience developing, running and monitoring group activities
- A broad understanding of relevant primary health services, alcohol and other drug treatment services, mental health services, employment, education and training options, mainstream support services and their referral processes
- Demonstrated ability to effectively build, engage and maintain professional working relationships with people with complex needs

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- Demonstrated commitment to social justice which drives persistence and an unconditional positive regard

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Confidence to remain calm and composed when dealing with difficult situations and/or aggressive clients.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.
- Knowledge and understanding of trauma informed, strengths based and person-centred care.
- Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working relationships with a broad range of stakeholders.
- Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making.
- Demonstrated ability to work independently and as a member of a team, taking direction when required.
- Evidenced administrative accuracy and detail, including timely data entry.

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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: