



## POSITION DESCRIPTION

Position title	Support Worker – Drop-in Centre
Approved by:	CEO
Award:	Schds Level 3.4
Date effective:	April 2022

### Our Organisation

St Kilda Gatehouse is a not-for-profit organisation which began as an outreach service working alongside street-based sex workers in St Kilda. Since 1992 the organisation has built its relational model around community development and social justice. St Kilda Gatehouse provides spaces of belonging and safety where individuals experience social inclusion with respect and unconditional acceptance. In 2015 St Kilda Gatehouse opened the doors to its Young Women's Project centre, then located in Dandenong. This centre provides support to girls and young women between the ages of 12 to 25 who are at risk of or affected by child sexual exploitation. In 2017 St Kilda Gatehouse launched Greeves St social enterprise and op shop that aims to provide positive pathways for women wishing to reduce their reliance on street-based sex work as a well as an income stream to help fund our programs. In 2018 Arise was introduced as professional training for the community sector to better understand and respond to child sexual exploitation.

### Position Summary

The role will maintain and develop the range of services and activities that occur within and outside of, the St Kilda Gatehouse Drop-In centre. The support worker will provide individuals who access the Drop-In centre information, support, advocacy, and referrals to other support networks and primary agencies.

These services will include informal counselling services for a broad range of issues including grief, drug and alcohol, trauma, homelessness, and relationship breakdown. They will also encourage and support individuals to form connections within the community by providing outreach support. This will consist of linking individuals and families with external services, accompanying, and attending medical, court and housing appointments, as well as drug and alcohol services and any further appointments as required.

## Key Result Areas

Area	Tasks
<b>Client, Engagement, Support and Networking</b>	<ul style="list-style-type: none"> <li>• Create trust-based relationships within the St Kilda Gatehouse drop-in centre environment.</li> <li>• Under the direction of the Drop In Manager, support the day to day running of the drop-in space, ensuring those who attend the centre experience a place of acceptance and belonging and receive appropriate assistance and support as needed.</li> <li>• Manage challenging behaviours, disputes and potential conflict situations that occur within the centre.</li> <li>• Ensure that the centre has sufficient resources to provide emergency aid, the Needle Syringe Program, clothing, personal care items, and daily food and refreshments by working within the allocated budget and managing incoming donations such as food, clothing and hygiene products.</li> <li>• Network with local services and other agencies across sectors such as mental health, employment and housing, and drug and alcohol services.</li> <li>• Undertake data collection and required reports that ensure best practice and the effective operation of the Drop-In centre.</li> </ul>
<b>Intensive Outreach and Social Inclusion</b>	<ul style="list-style-type: none"> <li>• Increase the opportunities available to individuals that lead to greater well-being and allow inclusion and engagement with the community.</li> <li>• Provide intensive initial support with the view to decrease the support, as the individuals become more independent and trusting of other services,</li> <li>• Attend professional sector meetings as directed.</li> <li>• Assist in the planning and implementation of 'Off The Streets' recreational activities.</li> <li>• Have rostered attendance at the Thursday Night Dinners.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Participate in staff and team meetings</li> <li>• Undertake professional development and training as required</li> <li>• Work with team members to determine the unmet needs of those involved in street sex work and assist to develop new initiatives to address these needs</li> <li>• Other tasks as directed by the CEO.</li> </ul>

## Key Performance Indicators

- Programs and services are of high quality and client centred.

- Supervision is undertaken as required.
- Services are performed within budget, on time, professionally within quality framework to measures including:
  - Policy and procedures
  - Occupational health and safety
  - Client and financial record keeping
  - Practice productivity

## Reporting

Line Manager:	Drop In Manager
Manages:	Drop-in volunteers
Key Internal liaison:	CEO, staff, Board members, volunteers
External Liaison	Other services, agencies, donors, Trusts and Foundations, Local Government and community groups, agencies for shared services.
Note:	Reporting arrangements may change from time to time depending on business requirements.

## Key Selection Criteria (KSC)

### Mandatory KSC

- Relevant tertiary qualification, e.g. social work, community services, social science, or related area and/or demonstrated relevant employment experience.
- Ability to work within a social justice framework and a demonstrated understanding of the issues faced by transient and marginalised populations, particularly those involved in street sex work, experiencing chronic homeless and impacted by the cycle of poverty.
- Strong interpersonal skills, ability to build rapport and trust.
- Excellent organisational and time management skills.
- Ability to work independently and as part of a team.
- Willingness to undertake a police check and Working with Children Check
- Hold a current Victorian driver's licence and be prepared to drive own vehicle
- Provide a current Covid-19 vaccination status.
- A demonstrated understanding and appreciation of the Christian values and vision of St Kilda Gatehouse.

### Highly Desirable KSC

- Demonstrated commitment, empathy, and ability to work effectively with individuals involved in street sex work and their families and communities.
- Strong understanding of trauma-informed care
- Well-developed written and verbal communication skills.