

Position Description

Position Summary	
Position Title	Community Help & Support Officer
Program	Community Empowerment and Development Program
Enterprise Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification	SACS Level 2
Reports To	Manager, Community Empowerment and Development
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Current and compliant with Victorian Department of Health requirements.

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Program Description

The Community Empowerment and Development Program is a new program that has been granted 18 month funding through the NRCH Board following completion of funding of the High Risk Accommodation Response, to continue to evolve the key work community engagement work that was undertaken during this time.

The primary focus of the "Community Empowerment and Development" program is to co-ordinate, develop and run programs that support a cross section of people of significant disadvantage within our local community including but not limited to:

- Our First Nations People
- Refugees and Migrants
- Long Term unemployed
- Single mums and teenagers
- Homeless or at Risk of Homelessness
- People who inject drugs
- People with Mental Health issues
- Families with caring roles and/or disability

The CED Program also encompasses the Community Connectors Program, a 12 month program funded and supported by the Department of Families, Fairness and Housing. This program broadly

seeks to employ from community, and engage meaningfully with community.

Position Purpose

The Community Help & Support Officer will work with community leaders, members, clients of NRCH and trusted providers to provide support, advocacy, and support referral pathways to ensure community are listened to, and have access to the right care and engagement, at the right time. They will build strong relationships with community, and ensure that the engagement meets the accessibility, cultural and linguistic needs of each community member.

Key Responsibilities

- Monitoring the health and wellbeing of all community who live, work and engage around the Richmond Housing Estate (RHE).
- Walk, talk and listen to and with community, to develop genuine connections and trust.
- Wellbeing checks, identify relief and social support needs and provide information to individuals/families for self-referral, support referrals.
- Assisting residents/community with any queries and concerns they have and collecting the information needed for referral to internal and external services.
- Resident/Community engagement to determine understanding of the current concerns, always supporting cultural and language needs.
- Providing residents/community with information about health, social services and engagement opportunities, that will support their well-being and community connection.
- Excellent communication and interpersonal skills, including the ability to relate to diverse communities.
- Conflict resolution skills when faced with challenging behaviours or situations.
- Resourceful, shows good initiative and enthusiasm.
- Listening skills and the ability to act as directed within the team.
- Open and inclusive interpersonal and communication style and the ability to communicate with people from diverse cultural backgrounds.
- Able to use initiative to identify improvement opportunities and solve problems.

KEY SELECTION CRITERIA

Qualifications

Essential	<ul style="list-style-type: none"> • Nil
Desired	<ul style="list-style-type: none"> • Nil

Experience

Essential	<ul style="list-style-type: none"> • Demonstrated work with local community
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Attributes, Qualities and Skills

Essential	<ul style="list-style-type: none"> • Must live on Richmond Housing Estate
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Required Competencies, Core Values and Behaviours

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
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All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Laura O’Shea at: laurao@nrch.com.au

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace [CHECK IF CHANGES REQUIRED]		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			

Aspects of Normal Workplace [CHECK IF CHANGES REQUIRED]		Frequency				
Demands	Description	I	O	F	C	N/A
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace [CHECK IF CHANGES REQUIRED]		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			

Aspects of Normal Workplace [CHECK IF CHANGES REQUIRED]		Frequency				
Demands	Description	I	O	F	C	N/A
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

Mandatory Employment Requirements

- Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Refer to the NRCH Staff Immunisation Program Procedure document for further details.
- Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated. **(REMOVE IF NON WWCC)**

I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.

SIGNATURE: _____ **DATE:** _____

EMPLOYEE NAME: _____