

JOB DESCRIPTION

TITLE OF POSITION	Community Partner
CLASSIFICATION LEVEL	Level 4
PROGRAM	Community Connections Program
LOCATION	Barossa Valley

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

LC's Barossa Valley office is located in Nuriootpa and provides a suite of programs and services that support the Barossa community. The current programs are Emergency Relief, Financial Counselling, Family and Relationship Services, Community Visitor's Scheme, Regional Coordinator and Community Partners for the Community Connections program, Children's Contact Service and the Homelessness pilot.

ROLE SUMMARY

The Community Connections Program (The CCP) is funded by the Department of Human Services (DHS). The CCP supports people aged 18 to 64 years (18 to 49 for Aboriginal and Torres Strait Islander Peoples), living in South Australia whose independence and quality of life is at risk because they are disconnected from necessary support and face heightened vulnerability due to social isolation.

Individuals who meet the criteria will engage in a short to medium term supported program that will work with CCP participants to overcome their identified challenges and increase their independence through social inclusion activities, as well as through building social and support networks.

The aims and objectives of this role will be to utilise your extensive knowledge of the local community and case coordination skills to achieve program outcomes; assisting participants to identify barriers to forming social connections and provide support to engage in inclusion and capacity building activities.

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Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Reporting and Administration	<ul style="list-style-type: none"> • Accurately enter data into the R2D2 Case Management and LC Data Collection System in "real time" to support the service in achieving Key Performance Indicators. • Accurately enter data into the CDS Community Data Solutions System in "real time" to support the service in achieving Key Performance Indicators. • Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s. • Meet deadlines for all required reporting and data entry. • Ensure and maintain confidentiality for all participants. • Write and openly contribute to team reporting requirements as required
Support Participants	<ul style="list-style-type: none"> • Use a client centred / strengths based, trauma informed strategies when supporting participants. • Write goal plans in consultation with participants and support participants to achieve these goals. • Regularly complete assessments and monitor and review goal plans with participants. • Meet regularly with participants and address relevant issues as they arise. • Assist and advocate for participants to address life-controlling issues that have contributed to their isolation through relevant referrals. • Meet regularly with participants, sometimes in their homes, to provide ongoing support. • Ensure that service delivery meets the standards and guidelines of Lutheran Care and Department of Human Services • Obtain participant feedback and aspirations to inform service delivery and evaluation

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<p>Communication</p>	<ul style="list-style-type: none"> ▪ Identify and develop key relationships and networks to achieve goals, and improve outcomes for participants and service delivery methods. ▪ Communicate effectively and respectfully to engage and establish rapport with participants and team members. ▪ Share information and resources openly across own team and the broader LC team ▪ Active participation in a team by contributing to collaborative working relationships, team initiatives and professional development. ▪ Promote, facilitate and model positive collaboration between own team, broader LC teams, external agencies and across sectors.
<p>Case Coordination</p>	<ul style="list-style-type: none"> ▪ Deliver client centred, strengths based Case Coordination ▪ Ensure and maintain confidentiality for all participants. ▪ Monitor and review the goal plan with the participant. ▪ Meet regularly with participants and address issues as they arise ▪ Assist participants to address life issues that contribute to their personal situation ▪ Ensure participant case files are kept in a safe and locked location ▪ Maintain electronic case notes ▪ Ensure case notes are kept up to date and secure
<p>Referral and Community Connection</p>	<ul style="list-style-type: none"> ▪ Ensure that participants have access and support to services to support their needs. ▪ Advocate and make appropriate referrals to ensure that participants are connected to relevant services ▪ Partner with key community agencies
<p>Collaboration</p>	<ul style="list-style-type: none"> • Promote, facilitate and model positive collaboration between agencies and sectors. • This position can expect to form and maintain close working relationships with, but not limited to; <ul style="list-style-type: none"> ○ Barossa Site staff ○ Own team ○ Staff across LC and the Community Services portfolio ○ LC Senior Management and Managers ○ Clients, their families and carers ○ Referral agencies ▪ Other government and non-government agencies.

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant qualification or specialised skills to perform at this level.
- Sound understanding and application of Trauma Informed Practice
- Ability to provide client centred, holistic and strengths based case coordination support
- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives.
- Excellent interpersonal skills to negotiate and liaise effectively with staff, clients, volunteers, internal and external partners and service providers.
- Excellent organisational skills and a demonstrated capacity to work flexibly and within tight timelines
- Well-developed computer literacy, including experience with data base and electronic case notes Ability to plan, organise and direct resources to meet goal plans, referrals and group activities requirements/deadlines
- Proven ability to operate within a continuous improvement framework.
- Ability to work independently and demonstrate initiative.
- Proven ability to work in a team environment
- Ability to evidence culturally sensitive and respectful work practice

ATTRIBUTES THAT ARE DESIRABLE BUT NOT ESSENTIAL

- Experience, knowledge and understanding of the current community sector services.
- Senior First Aid certificate.
- Understanding of basic mental health issues.
- Knowledge/understanding of issues that impact on individuals, families and the community.
- Training in Safe Environments for Children and Young People

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____

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