

# Hutt St Centre

## POSITION DESCRIPTION

<b>TITLE:</b>	Wellbeing Centre Officer
<b>BUSINESS UNIT/DEPARTMENT:</b>	Wellbeing Centre
<b>EFFECTIVE DATE:</b>	October 2021
<b>REMUNERATION:</b>	Crisis Accommodation Employee Level 1
<b>REPORTING RELATIONSHIP:</b>	Team Leader Wellbeing Centre

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### OVERVIEW

Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.

The Wellbeing Centre Officer is responsible for ensuring positive client outcomes at Hutt St Centre (HSC) through constructive interaction with clients, by coordinating the daily activities of the Wellbeing Centre, and providing information and support to clients. The Wellbeing Centre Officer will ensure the highest standards of service delivery are achieved in the Wellbeing Centre through liaising with Hutt St Centre staff, volunteers and visiting services.

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### AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
  - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
  - Defined limits of delegated authority.
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### KEY DUTIES

- Engage with clients in a non-judgemental and respectful manner that aligns with HSC's vision and mission statement, providing information and support in a timely and accurate manner.
- Facilitate client access and involvement in Wellbeing Centre based facilities, activities, HSC services and programs.
- Using electronic database(s) to capture vital client information and service engagement.
- Writing clear, concise and timely case notes in the appropriate client database.
- Accurately complete Initial Service Assessment (ISA) when new client presents to the Wellbeing Centre and ensure that all data is entered into Penelope on the day of the event.
- Accurately complete Returning Service Assessment (RSA), when returning client absent for a minimum of 90 days, presents to the Wellbeing Centre and ensure that all data is entered into Penelope on the day of the event.

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- Ensure the provision of client support through responding to client enquiries, providing up to date service information, referring clients to the appropriate service and scheduling appointments with specialist services.
- Ensuring that confidentiality is observed and that professional boundaries are maintained at all times.
- Implement client behaviour management processes as required.
- Ensure work area opening, closing and daily operational procedures are adhered to.
- Develop positive working relationships with volunteers and visiting services in the Wellbeing Centre and providing direction and responding to their queries as needed.
- Collaborate with all client service areas to sustain referral and appointment booking processes to all programs and services.
- Assist in the development and achievement of team and organisational goals by actively participating in team meetings, staff training, as well as internal/ external committees and groups.
- Adhere to all client related policies and procedures and aim to consistently deliver a high standard of service to our client group.
- Acquire knowledge about HSC client services and resources available.
- Contribute to building and maintaining a positive workplace culture by sharing knowledge and experience with colleagues and volunteers.
- Maintain a safe and clean working environment.
- Work in and with other teams during rostered shifts, as required.
- Any other reasonable duties as required.

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### PERSONAL DEVELOPMENT

- Actively attend and participate in supervision and professional development opportunities to ensure high quality and safe, client-centric services.
- Participate and actively contribute to HSC development activities including completion of HSC induction modules.
- Actively contribute and participate in the yearly performance appraisal process.
- Attend essential training including Child Safe Environments, Cultural Awareness and De-escalation Training.

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### WORK, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and safety (WHS).
- Keep your work area free of hazards and follow all reasonable directions by your Manager.
- Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.

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- Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring reasonable care that your actions or lack of action does not adversely affect others.
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### EDUCATION/QUALIFICATIONS

- Qualification or experience in a relevant discipline such as community or human services would be advantageous.

### OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
  - Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
  - Valid Driver's License.
  - Child Safe Environments (Through Their Eyes) training or a willingness to complete.
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### KNOWLEDGE & SKILLS

#### Essential knowledge skills and experience

- Previous experience in working with people whose lives are impacted as a result of Homelessness or similar experience with a sound knowledge of homelessness; mental health issues; alcohol and other drug use.
- A working knowledge of community services practices including writing of appropriate and effective case notes.
- Ability to contribute to a team environment and display flexibility in response to changing priorities.
- Ability to work under pressure and respond to competing needs and demands of clients.
- High level written and verbal communication skills, with particular experience in the provision of information and responding to client enquiries.
- Previous experience in working with and providing support to a small group of volunteers.
- Highly proficient level of computer literacy, including Microsoft office, database systems and the ability to undertake administration functions using computer software.
- Working knowledge of confidentiality and information sharing guidelines.
- Proven ability to assess needs and risks of clients.
- Ability to prioritise tasks and have effective time management skills.
- Experience using Penelope database is highly regarded, or similar CMS databases.
- Some out of hours work may be required.

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I have read, understood and agree to the requirements outlined in this position description.

Employee signature \_\_\_\_\_

Employee name (please print) \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_