



Supporting our community on all sides

Lifestyle Support Worker – Community Participation

Position:	Lifestyle Support Worker
Status:	Casual or Part Time
Hours:	Up to 35 hours per week Monday to Friday, occasional evenings and weekends
Responsible to:	The Coordinator of Sustaining Tenancies
Classification:	Social, Community, Home Care and Disability Services Award – Community Services Worker Level 2
Location:	Brisbane North

Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged and Disability Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, NDIS, Neighbourhood Centres, Social & Multicultural Support and Venue Hire.

Service Profile

Community Participation has been developed as part of a collaboration between Communityfy's main service types including the Aged Care, Mental Health & Community Care departments. These services provide recovery oriented support services to people within the community. Community Participation has a primary focus of health and wellbeing and providing supports that connect people to their local community. Individual and group activities include both psychosocial and psychological therapy groups. Programs aim to work with participants around reducing social isolation and developing a sense of belonging, building self-esteem, confidence and independent living skills. Self-determination is paramount with services supporting personal empowerment and the development of trusting partnerships.

Position Objective

The role of the Lifestyle Support Worker is to be responsible for supporting the provision of quality, flexible, individualised, participant directed support services for people living with mental health issues and disabilities; living in at risk accommodation or experiencing other complex living needs within the community.

Role Specific Tasks

Support

The Lifestyle Worker may be required to:

- Provide outreach support alongside participants with complex needs in their own homes and in the community
- Provide practical, basic assistance that supports participants in their individual recovery and independence
- Guide participants to develop independent living skills and provide positive support in areas such as domestic duties, personal care and hygiene, transport, education and emotional behaviour.

- Act as a coach and mentor to support participants in goal setting s and initiate, establish and maintain relationships with clients while developing trust and rapport
- Support people in engaging with their local communities and culture through access to Community Participation Programs and recreational activities
- Provide outreach support alongside a group of clients within the community.
- Use a flexible and organised approach to help facilitate a range of community engagement programs including social bus trips, health-based activities, cultural outings, and more
- Monitor the safety and well-being of the clients and report any concerns to Supervisor.
- Provide information and support regarding other relevant support services.
- Advocate on behalf of clients to ensure that their rights are protected.

Administrative

The Lifestyle worker will be required to

- Maintain client notes, data base records, other information records or systems, use Microsoft outlook for emails and calendar to ensure information is current and accurate.
- Handle client contributions when necessary,
- Assist in record keeping for statistical reporting,
- As an outreach worker they will be required to make and keep appointments with clients in the community- (including being on time, following up and checking in when needed)
- The worker will be required to provide appropriate administrative support to ensure the efficiency and effectiveness of the Service.

Communication

The Lifestyle Support Worker will be required to

- Develop and maintain rapport with clients, their family and friends
- Communicate using strength based and respectful language that values a person's efforts and skills
- Communicate with clients without judgement, bias or expressing their personal opinions regarding their lifestyle or choices.
- Utilise effective listening skills

The Lifestyle worker will regularly report to the Facilitator about the ongoing progress of each client. They will be required to report any important changes in a client's behaviour, needs or circumstances, either immediately by telephone or on the appropriate form upon return to the office (depending on the circumstances)**Relationships**

Internal

This position works closely and collaboratively with various other services at Communityfy including the Aged Care Services, Transport Service, NDIS and Mental Health Services. The role includes-

- Team responsibilities- be actively involved with relevant meetings, reviews, supervision and other program activities
- Organisational responsibilities- contribute to the decision making process regarding the organisation and program/service to ensure the positive development and promotion of the organisation
- Individual responsibilities- identify and participate in training and development opportunities to ensure your personal and professional development

External

This role requires the worker to develop and maintain positive relationships with a range of external stakeholders including clients, community members, family, friends, advocates and other service providers and professionals.



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The worker will be required to promote Communityfy Services amongst clients, carers and families, service providers and the wider community.

Reporting relationships

Reports to: Sustaining Tenancies Coordinator

Direct reports: NIL

Workplace Health & Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communityfy Qld Health & Safety policies manual.

Key Selection Criteria

Qualifications and Experience-

Required

- Lived or professional experience working with people experiencing mental health issues
- Practical knowledge and understanding of people who are living through mental health and/or housing risk issues
- An approachable and empathetic manner and attitude
- Effective oral and written communication skills
- Demonstrated ability to advocate and liaise with service providers
- Strong commitment to teamwork and good practice
- A current QLD driver's license.

Desirable

- Experience working directly with a broad range of people including mental health, disabilities living in the community
- Experience and knowledge around strength based, recovery oriented support
- Experience facilitating small group interactions

Role Specific Skills – To be successful in this role:

The role of the Lifestyle Worker is outreach, working predominantly alongside people in the community. Skills and experience are required in supporting people to manage their activities of daily living, mental and physical wellbeing, and long term recovery goals.

The role is practical, requiring the successful applicant to be physically capable of working closely with people to manage their connections with others and participate in supports and services in the community including recreational group activities and social group outings.

Administration-The role requires the worker to collaborate with the Facilitator to organise and manage their own routines and appointments. They are required to be competent at using and maintaining an outlook calendar and emails, and efficiently use IT systems to record information and data for WH&S and statistical reporting.

Other

Appointment is contingent on a satisfactory National Police Record Check.

Diversity and Inclusion

Communityfy pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Communityfy is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



Declaration - Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date