

## POSITION DESCRIPTION

<b>Position Title</b>	Consumer Support Lead	<b>Position Number</b>	180
<b>Service Area</b>	Future Homes (Men's Service)		
<b>Remuneration</b>	Level 5	<b>Position FTE</b>	1.0 (38 hours per week)
<b>Reporting to</b>	Service Manager – Future Homes		
<b>Supervision of</b>	Case managers (indirect supervision of Recovery Support Workers, volunteers, students)		
			Updated December 2022

### Our Vision, Mission and Values

#### Our Vision

A community where everyone has a safe and secure place to call home.

#### Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

#### Our Values

St Bart's aims to foster a culture that embraces our values and which reflects what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the duties of this position.

#### Empowerment

We create a community where everyone believes they have the ability to make a difference.

#### Innovation

We foster an environment where creativity thrives.

#### Commitment

We have the courage and determination to make it happen.

#### Collaboration

We work together to achieve shared goals.

#### Social Justice

We believe everyone has a right to equitable treatment, dignity and compassion.

### Position Overview

The Consumer Support Lead is responsible for the oversight of consumer case management and support. The position holds a small consumer case load whilst also having supervisory responsibilities and supporting the Service Manager with day-to-day operations.

**We're by  
your side.**

A decorative graphic in the bottom right corner consisting of thick, overlapping blue and dark blue lines that form a stylized, abstract shape resembling a knot or a ribbon.

## Key Responsibilities

- Provide regular effective supervision to Case Managers and assist with the supervision of Recovery Support Workers by providing coaching, mentoring, and creating opportunities for reflective practice.
- Hold a small caseload of consumers to directly case manage.
- Oversee and facilitate the provision of quality case management and support which is trauma informed and has a recovery focus to all consumers accessing the service.
- Ensure the collaborative development of Support Plans which are person centered and strengths based, and which include the search for longer term accommodation.
- Coordinate community support/services for consumers including liaising with external agencies such as health services, Non-Government Organisations, and community groups.
- Facilitate the intake of new consumers in collaboration with the Intake Team.
- Identify the potential risks to safety of consumers and put in place plans to manage or mitigate those risks.
- Prepare and maintain appropriate records of information and a range of administrative tasks regarding consumer support, as required by St Barts and within the specified timeframes including assisting with reporting.
- Provide management cover in the absence of the Service Manager including proxy for meetings as required.
- Provide out of hours support as part of the On-Call roster.
- Support the management of incidents including crisis intervention, consumer follow ups, debriefing with staff and incident reporting and investigation as required.
- Ensure compliance through completion of audits and review of consumer support plans, documentation, and notes.
- Assist with the day-to-day operations as required by the Service Manager.

## Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Work Health and Safety requirements and as directed by St Barts.
- Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts.
- Understand, comply with, and adhere to the St Barts Code of Conduct, all other policies, procedures and work practices, and complete all necessary OneVault requirements within set timeframes.
- Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer

# St Bart's

outcomes.

- Participate in and provide support in all accreditation, compliance and national standards activities as required.
- Participate in essential and/or mandatory training annually as required and directed.
- Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
- Perform other duties as directed.

Selection Criteria	
<b>Education</b>	
Bachelor's Degree (or equivalent) in Social Sciences, Social Work or similar	Essential
<b>Experience</b>	
Significant demonstrated work experience relevant to the position	Essential
Experience working with people impacted by homelessness, mental health and/ or drug and alcohol challenges and / or other complex personal/social challenges	Essential
<b>Knowledge, Skills and Abilities</b>	
Knowledge and understanding of Wellness, Recovery and Trauma Informed Principles	Essential
Well-developed communication and interpersonal skills, with the ability to create rapport and build relationships with consumers, their carers, family and other networks while maintaining appropriate boundaries	Essential
Ability to demonstrate genuineness, empathy, trustworthiness, and flexibility	Essential
Ability to take initiative, problem solve and work autonomously when required	Essential
Computer literacy, and ability to use MS Office Suite	Essential
<b>Other</b>	
A current satisfactory National Police Clearance obtained within the last three months	Essential
Current First Aid Certificate	Essential
A current WA "C" Class Drivers Licence	Essential

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## Declaration

I accept the responsibilities as outlined in this position description, and understand that these may be updated from time to time in accordance with operational and organisational requirements. I commit to role modelling St Bart's values and commit to the Code of Conduct while undertaking my duties.

**Employee**

**Name**

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**Signature**

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**Date**

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