

POSITION DESCRIPTION

Position Title:	Careworker/Client Advocate	
Section:	Diversionary Centre	
Incumbent:	Incumbent	
Reports To:	Centre Manager - Len Warcon	
Direct Reports:	Nil	
Key Relationships:	Internal:	Centre Manager and Client Advocates
	External:	Clients of Juwarki

Primary Objective:

The Careworker/Client Advocate will be responsible for the care and supervision of the Centre's clients and the general upkeep of the Centre within the Organisation.

Specific Accountabilities:	Performance Indicators:
<p>Provide supervision, care, companionship, support and assistance to those in the Centre's care and particularly to those at risk to prevent any attempt to self-inflict injury by -</p> <ul style="list-style-type: none"> • Admitting clients to the Centre in accordance with the Diversionary Centre Guidelines and Organisational Policy and Procedures. • Attending to the First Aid needs of clients • Ensuring the Health and safety of the Centre's clients • Undertaking initial and regular assessment of client medical conditions whilst in the Centre in accordance with diversionary guidelines and procedures • Providing a safe, caring environment for clients, giving special attention to their personal hygiene, cleanliness, nutrition, eating habits, health care and first-aid. • Providing information, assistance and referral support services to clients in Centre's care. • Encouraging clients towards rehabilitation. 	<ul style="list-style-type: none"> • Diversionary Centre Guidelines, organisational policies and procedures are adhered to. • Client Needs Assessment tool is completed. • Client record tool is completed and or updated. • Client data collection is completed. • Client referral is offered if relevant. • Critical Incident reports are completed when required and lodged with relevant supervisor • Client feedback is positive.

	Position Description - Careworker/Client Advocate
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Specific Accountabilities:	Performance Indicators:
Contribute to the general operations of the Centre by assisting with cleaning and kitchen and laundry duties as per the shift duties set out by management.	The centre is maintained to a high level at all times.
Demonstrate a personal commitment to Juwarki's Workplace Health and Safety and Equal Employment Opportunity objectives, to ensure personal safety and safety of others and a workplace free from discrimination and harassment.	All activities carried out in the workplace are conducted in a safe and healthy manner. Wear any recommended PPE. Acts appropriately in the workplace to ensure a discrimination and harassment free environment.
Compliance with all relevant legislation, work policies, procedures and practices.	All work practices and behaviours in the workplace are appropriate and fitting.

Job Dimensions			
Number of Subordinate Staff	Nil	Subordinate Staff Budget	N/A
Operating Budget	N/A		

Knowledge, Skills and Attributes:

Education / Qualifications

First Aid Certificate
 Certificate III or IV in Community Work (Drug & Alcohol)
 or
 Certificate IV Indigenous Primary Health

Specialised Job Knowledge / Experience / Demonstrated Ability

Personal Attributes

Aboriginal & Islander Community : A knowledge, understanding and empathy of the Aboriginal & Torres Strait Islander Community, coupled with a demonstrated connection with the community.

Empathy - Recognises and responds appropriately to the needs and feelings of others.

Client Satisfaction - Responds actively and with understanding to the needs of clients.

Teamwork - Actions which tend to foster team spirit and build and maintain co-operative and productive relationships.

Communication -Well developed listening and speaking skills.

Judgement - Reaching sound decisions based on available information and sound assumptions. Generating viable options and alternatives.

Personal Attributes (cont'd)

Resistance to Stress - Consistency of performance under situations of stress.

Tenacity - Persisting with the task despite adversity. Not giving up.

<p>Description signed on:</p> <p style="text-align: center;">/ /</p>	<p>Agreed by Incumbent:</p> <p>I understand and agree to carry out the contents of this position description.</p> <p>.....</p>	<p>Agreed by Manager:</p> <p>.....</p>
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