

Job Description & Selection Criteria

Position	Caretaker
Service	Toora Domestic Violence and Homelessness Service (TDVHS)
Classification	MEA Level 4
Appointment Type	Casual, After hours, on-call position Weekday evenings 5-9 pm in person, weekday evenings 9pm-9am and 24 hours over weekends available for calls and able to drive to site as required Work one week in every 3-week rotating roster.

PRACTICE FRAMEWORK:

Toora Women supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- alcohol or drug (AOD) dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling, and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

All services are based on a theoretical model of recovery, respect, and empowerment. This includes encouraging self-help and minimizing the effects of institutionalisation and the harm associated with dependencies.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Caretaker works one week in three as part of a rotating roster and includes evening and overnight support requirements.

The Caretaker provides out of hours crisis support and intervention to Toora's clients residing in our 12 shared residential properties, via phone or attendance at residence as required.

Our Caretakers also provide support for client services whilst they are on shift.

KEY SKILLS

Our Mission: Safety, Respect and Choice for Women

- Respond to emergency contacts from Toora clients and undertake emergency assessments including safety and risk.
- Provide crisis intervention, practical and emotional support to clients, by phone or by attending the Toora residence as deemed necessary.
- Encourage women to self-manage crisis, in the first instance.
- Develop and maintain facility knowledge of Toora residences.
- Be available to respond immediately to any phone call, by keeping a designated mobile phone charged and in close vicinity.
- Restrict whereabouts and be able to attend any work site within 30 minutes of call out.
- Always ensure zero blood alcohol level during shifts.
- Provide handover to relevant case manager at end of each shift.

KEY CAPABILITIES

- Ability to work as part of a team and to build strong relationships with colleagues and clients
- High levels of personal integrity and committed to living our organizational values every day.
- Capacity to work with challenging behaviours and crisis situations
- Well-developed communication skills
- Ability to relate sensitively to women of diverse cultural, social, economic backgrounds.
- Proficient computer skills including the use of Microsoft office applications.

REPORTING/WORKING RELATIONSHIP

- All Caretakers are responsible for reporting directly to the Team Leader and Director of Domestic Violence and Homelessness (TDVHS)

DELIVERABLES:

Administrative Support Work (TDVHS)

- Data entry and client records management within Toora record management systems
- Review of documentation, and assistance in preparing client documents if/as requested
- Preparation of correspondence to external stakeholders, internal workers or other relevant stakeholder/body
- Assisting in reporting as required

Sleepover Caretaker Responsibilities

- Respond to emergency contacts from Toora clients and undertake emergency assessments including safety and risk.
- Provide crisis intervention, practical and emotional support to clients, by phone or by attending the Toora residence as deemed necessary.
- Encourage women to self-manage crisis, in the first instance.
- Develop and maintain facility knowledge of Toora Women Inc. residences.
- Be available to respond immediately to any phone call, by keeping a designated mobile phone charged and in close vicinity.
- Restrict whereabouts and be able to attend any work site within 30 minutes of call out.

Our Mission: Safety, Respect and Choice for Women

- Always ensure zero blood alcohol level during shifts.
- Provide handover to relevant case manager at end of each shift.

Performance Management

- Engage in supervision with Director TDVHS or Team Leader TDVHS
- Engage in debrief process after a call out with Director TDVHS, Team Leader TDVHS or The Director of Service Excellence (for higher risk/impact events)

Work Health Safety / Quality Systems

- Adhere to Toora's WHS policies and procedures, including the Self-Care policy
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011.
- Work in accordance with relevant sector standards and participate in Toora Quality Improvement Systems, including auditing surveys and needs analysis work.
- Engage in professional development and set and fulfill development goals
- Actively participate in performance management and appraisal activities as determined by Toora.

General Accountabilities

- Caretakers may be asked to undertake additional reasonable duties as required.

Conditions of Employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes. Any change to the job description will not occur without consultation.
- Out of hours work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess a Working with Vulnerable People registration
- Required to work from any location, within integrated Toora Inc. service system.
- Work collaboratively within Toora service system.
- Must adhere to the policies and procedures of the organisation.
- Adhere to the Toora WHS policy and related procedures and take reasonable care to protect your own health and safety at work and meet all obligations under the WHS Act 2011
- Participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis
- Understand and adhere to all Toora policies and procedures.

SELECTION CRITERIA / PERSON SPECIFICATION

Essential Qualification

- Relevant Community Service qualifications and short-term crisis intervention skills within a feminist framework
- Possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Current First Aid certificate (or willingness to obtain asap after commencing)
- Current driver's license plus registered and reliable motor vehicle for site attendance as required

Essential Experience

- Minimum 2+ years' experience in the community sector, ideally in homelessness, DFV or AOD
- Capacity to work with challenging behaviours and crisis situations
- Flexibility to be available for the entirety of each shift
- Well-developed communication skills and ability to relate sensitively with women of diverse cultural, social, economic backgrounds.
- Record keeping and data entry skills

Personal Qualities & Behavioural Traits

- Communicate with influence in a positive, proactive, constructive, responsible, and respectful manner to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our mission: Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.