

Title of Position	Site Support Officer	Position Number	
Division	Services	Award	SCHCDS
Section	Reintegration Services	Classification	Level 3
Location	Adelaide Metropolitan		As per contract
Delegated \$ Authority	N/A	Probation Period	6 months
Position Type	As per contract	Hours per. week	As per contract

Job & Person Specification approved by the CEO:/...../.....

JOB SPECIFICATION

1. *Summary of the broad purpose of the position in relation to organisation goals.*

The Site Support Officer is responsible for ensuring that safe and smooth operation of the accommodation facility across a 24-hour, 7 day per week roster (including active and passive night shifts), including;

- Role modelling positive conversations, outlook and actions.
- Responding to emergency situations.
- Assisting with matters affecting welfare, security, behaviours and routine.
- Assistance and encouraging individual development programs and goal activation.
- Work with colleagues to negotiate and resolve conflict situations.

Flexibility is key, and we ask that you are available to work a combination of evening, night and weekend day shifts as required, with fair rotation and flexibility options.

OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to: Promote the Safety and Wellbeing of Children, Young People and their Families and the Site Support Officer is required to comply with and act in accordance with ISG Policy and Guidelines.

2. *Reporting/Working Relationships*

The Site Support Officer reports to the Team Manager of the Reintegration Services (RS).

The Site Support Officer is expected to develop effective working relationships with other OARS CT services/staff, departments, agencies, service providers and specifically the Department for Correctional Services.

3. *Special Conditions*

- A current driver's licence is required
- Appropriate Police Clearances must be maintained, as directed
- Ability to work across a 24/7 roster
- Is bound by confidentiality regarding participant and organisational information disclosure
- The Site Support Officer may be required to provide services intra state on occasions.
- Some manual handling is required of this position.

Statement of Key Outcomes and Associated Activities

4. The Site Support Officer will:

- Ensure the safe and smooth operation of the accommodation facility across a 24-hour, 7-day-per-week roster (including active and passive night shifts),
- Support positive participant outcomes and targets, as set out via individual participant transition plans,
- Provide feedback to case managers, reintegration specialists, and site operations managers to enhance participant engagement and transition planning,
- Liaise with in-house services to achieve positive outcomes that will assist participants in achieving their negotiated goals and obtaining social reintegration,
- Empower participants by providing accurate and current information that enables them to make informed decisions/choices. Assist in supporting, developing, and nurturing positive networks for participants,
- Maintain appropriate and accurate participant files,
- Maintain associated administration, including documentation and assessment, case noting as relevant to ensure the participants' daily routine aligns with their needs,
- Participate in team meetings,
- Take pride in promoting the service positively within the community, showcasing the value it brings to our participants. Model and reinforce positive behaviours that assist participants' ability to transition and reintegration into the community,
- Support participants with access to various services and options unavailable in the transitional environment, and
- Perform other duties as directed

5. Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures.
- Undertake, maintain and review appropriate risk assessments for participants and activities,
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

PERSON SPECIFICATION

Essential Minimum Requirements:

Educational/Vocational Qualifications

Prior to commencement you will be required to obtain a current *Provide First Aid Certificate*
Knowledge/experience in supporting people who are experiencing high levels of need and disadvantage

Personal Abilities/Aptitude/Skills

- Sound verbal and written communication skills, including crisis intervention skills.
- Encompass a strong drive, initiative, and motivation, working effectively under appropriate supervision.
- Adaptability and flexibility are essential to being well-suited to thrive in changing work environments
- Demonstrated workplace integrity to enable quality service, establish and foster positive working relationships, and model respectful leadership behaviours.
- Display empathy and cultural awareness.
- Ability to interact effectively with individuals with differing personalities, cultural backgrounds, needs, and barriers
- Ability to interact with people who are homeless

- Skilled in implementing service strategies and evaluating their results, demonstrating a strong sense of leadership and strategic thinking
- General Computer skills
- Ability to enter information into a database accurately and promptly.

Experience:

- Working with minimal supervision.

Knowledge:

- Support Services available for homeless people.
- Criminal Justice System
- Workplace Health & Safety Principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Tertiary qualification in a human services discipline, or working towards.

Personal Abilities/Aptitudes/Skills

- Case Management and associated record keeping.
- Interviewing and basic counselling skills.
- Working cooperatively with a range of service providers.
- Conflict Resolution management skills.

EXPERIENCE

- Working with people from a range of cultures and social backgrounds.
- Experience in the use of computerised client information systems.
- Experience in assessing needs and risks of disadvantaged people, especially ex-offenders.

KNOWLEDGE

- A basic understanding in Restorative Justice Principles.
- Time management and prioritising tasks.
- Integration and social inclusion principles.

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name.....Signature.....Date.....