

JOB & PERSON SPECIFICATIONS

Position title	Site Support Officer	Award	SCHADS
Division	Reintegration Services	Classification	Level 3
Section	Workplace	Probation period	As per contract
Location	Adelaide metropolitan	Hours per. week	As per contract
Delegated \$ authority	N/A		

Job & Person Specification approved by the CEO:

Name	Signature	Date
------	-----------	------

Job Specification

Purpose of the Position

The Site Support Officer is responsible for ensuring safe and smooth operation of accommodation facilities across a 24-hour, 7 day per week roster.

Reporting/Working Relationships

The Site Support Officer reports to the General Manager – Workplace.

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

Special Conditions and Requirements

- Flexibility to work across a 24/7 roster including active and passive night shifts and evening and weekend shifts
- A current driver's licence.
- Appropriate National Police Clearances and Working With Children Checks must be maintained as directed.
- Confidentiality regarding client and organisational information disclosure is required.
- May be required to provide services intra state on occasion.

- Some manual handling is required of this position.
- OARS Community Transitions follows the SA Government Information Sharing Guideline (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.

Key Outcomes and Associated Activities

Key Activities

Service Delivery

- Ensure safe and smooth operation of the accommodation facility, working shifts across a 24/7 roster
- Role model positive conversations, outlook and actions
- Support positive participant outcomes and targets, as set out via individual 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, assisting participants in achieving their negotiated goals and reintegrating within society
- Empower participants, providing accurate and current information to inform decisions/choices
- Assist in supporting, developing and nurturing positive networks for participants
- Administration tasks including documentation and assessment, maintenance of accurate participant files
- Conduct calls to past participants to ensure their welfare as per the Keeping In Touch Program (KIT)
- Case noting to ensure the participants' daily routine aligns with their needs
- Participate in team meetings
- Reset accommodations including cleaning to prepare for new participants
- Participate in the CORE schedule of activities by facilitating programs for participants
- Participate in basic grounds maintenance as required
- Promote the service positively within the community, showcasing its value to our participants
- Model and reinforce positive behaviours that assist participants to transition and reintegrate into the community
- Support participants with access to various services and options unavailable in the transitional environment
- Perform other duties as required

Work Health and Safety

- Maintain a safe working 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 and provide a current First Aid Certificate – this must be maintained for the duration of employment

Personal Abilities/Aptitude/Skills

- Sound verbal and written communication skills
- Crisis intervention skills
- Strong drive, initiative and motivation, working effectively under appropriate supervision
- Adaptability and flexibility
- Empathy
- Cultural awareness
- Leadership
- Strategic Thinking
- General IT literacy and computer skills including database management

Experience

- Knowledge/experience in supporting people who are experiencing high levels of need and disadvantage
- Working with minimal supervision
- Establishing and fostering positive working relationships
- Working with vulnerable people including those experiencing homelessness
- Implementing service strategies and evaluating results

Knowledge

- Support services available for people experiencing homelessness
- Criminal justice system
- Workplace Health and 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 management and resolution skills

Experience

- Working with people from a range of cultures and social backgrounds
- Managing digital client files and data management/information systems
- Assessing needs and risks of disadvantaged people, especially ex-offenders

Knowledge

- Basic understanding of Restorative Justice Principles
- Time management and prioritisation skills
- 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