

## POSITION DESCRIPTION



### Client Access and Support Worker (Parental Leave Cover 6 months with option to extend)

<b>Title</b>	Client Access and Support Worker
<b>Award</b>	Social, Community, Home Care, and Disability Services Industry Award 2010 (SCHCADS) plus superannuation, leave loading, and other entitlements in line with the Award
<b>Classification, Grade &amp; Level</b>	SCHCADS Award at CDW 5.1
<b>Employment Details</b>	0.6 FTE (3 days per week)
<b>FTE</b>	7.6-hour day (9:00am to 5:00pm with 30-minute lunch break 12:30pm to 1:00pm in line with service delivery requirements)
<b>Position reports to</b>	Coordinator Information, Referral & Support
<b>Ordinary location(s)</b>	St Kilda and Port Melbourne: incumbents may be required to work from or be based at other PPCG sites or service delivery locations
<b>Probation Period</b>	6 months
<b>Date</b>	March 2025

#### ORGANISATION OVERVIEW

The Port Phillip Community Group (PPCG) is a provider of welfare and support services, community development, financial counselling, recreation, and skills development and pathways to further education and employment in the City of Port Phillip. Operating from three main sites in the City of Port Phillip – St Kilda, East St Kilda, and Port Melbourne, with 30 volunteers and staff work in partnership with the community to deliver positive outcomes for all members of the community. Further information about PPCG is available at [www.ppcg.org.au](http://www.ppcg.org.au)

#### PPCG VISION, PURPOSE AND MISSION

Our Vision: *A fair, just and inclusive community.*

Our Purpose: *We support individuals, families, and communities to live with dignity and self-determination.*

Our Mission: *We provide responsive services in partnership with individuals, families, and communities to empower people to achieve their goals.*

#### PPCG SERVICES AND ACTIVITIES

The PPCG Service Model incorporates a client-centred, open-door policy combined with collaboration and partnerships that build on feedback from key stakeholders and community. Services include:

- Information, referral, advocacy and support including emergency relief and material aid
- Financial counselling, tax help, and no interest loans
- Community engagement and inclusion through social, recreational and well-being groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion, and poverty.



## PPCG VALUES

<b>Respect</b>	We treat all people and each other with dignity and respect.
<b>Equity</b>	We promote fair and equitable access to all our services and resources.
<b>Inclusiveness</b>	We embrace diversity, celebrate difference, and encourage participation.
<b>Empowerment</b>	We work with individuals, families, and communities to build on their strengths and to achieve their goals.
<b>Accountability</b>	We approach our work in open and transparent ways and encourage feedback to improve our services and resources.

## POSITION OBJECTIVES

**This agile role provides administration and concierge support, as well as direct client work. It aims to:**

- provide concierge support to PPCG’s various programs,
- provide information, referral, and advocacy services for clients,
- empower clients to address their goals by providing them with the necessary resources to do so.
- provide broad support to eligible clients through equitable and confidential assessment of their needs for material aid and other assistance.
- maintain appropriate and confidential records for reporting purposes.
- assist, supervise and support volunteers.
- contribute to key programs and project delivery.
- maintain professional standards of service delivery and quality assurance.

## KEY EXTERNAL RELATIONSHIPS/STAKEHOLDERS

Internal and external: clients, colleagues, stakeholders, government and community organisations, funders

and businesses.

## **KEY RESPONSIBILITIES**

- Attend to initial enquiries from clients, service users and the public – this includes face to face, online enquiries and phone calls.
- Receipt deliveries for PPCG.
- Ensure accurate and timely record keeping and data recording associated with clients and PPCG programs
- Other administration support and relevant duties as directed.
- Undertake initial intake and needs assessment, and prioritise and plan supports using a strengths-based, client-centred approach.
- Receive and conduct internal and external referrals, and collaborate with key local agencies to provide holistic supports for clients.
- Provide emergency relief and material aid to eligible clients through equitable and confidential assessment.
- Advocate on behalf of clients, as well as empower clients to self-advocate where possible.
- Keep up to date with key local, state, and federal support services to provide relevant and tailored information, assistance, and referral pathways to clients.
- Contribute to up-to-date knowledge about community sector and other sector related services (including housing, health, legal) for IRS use to benefit clients.
- Provide information to relevant stakeholders regarding all PPCG services and programs.
- Contribute to key programs, projects and grants as required.

### **Administrative**

- Record and maintain program statistics and client records regarding client contacts via database.
- Contribute to relevant reports, submissions and funding acquittals where required.
- Contribute to and maintain resources and information to benefit clients and community.
- Support colleagues and volunteers in their roles.

### **Support, Supervision and Training**

- Participate in individual, team and organisational meetings,
- Identify training needs and negotiate training to undertake this role.

### **Policy Advice and Development**

- Provide advice and information in relation to IRS, emergency trends and community issues identified via IRS and community agencies.

## **POSITION REQUIREMENTS**

### **Key Selection Criteria**

- A sound understanding of the current social and economic factors impacting upon individuals, families and communities that are disadvantaged/marginalised.
- Understanding and knowledge of the local service system.
- Understanding and experience of emergency relief programs.

- Ability to work individually and as part of a team.
- High level of interpersonal and communication skills, both oral and written.
- Incidental counselling and active listening skills.
- Case work skills.
- Ability to work with people in crisis.
- High level of advocacy and negotiation skills.
- Computer literacy in Microsoft Office and web-based data entry.

#### **Qualifications and Experience**

- Tertiary qualifications in the human services field.
- Previous experience in client services or case management.

#### **ADDITIONAL NOTES**

- All PPCG staff are employed under the *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)* in conjunction with the National Employment Standards (NES).
- In addition, all employees of PPCG are bound by endorsed policies and procedures of the organisation, which may be updated and/or varied from time to time in line with new and emerging legislation/requirements.
- Up to date copies of the award, conditions of employment, policies and procedures are available on the shared electronic staff drive of PPCG.
- PPCG is committed to providing and maintaining a working environment which is safe and without risk to the health of its staff and service users. The organisation is a smoke-free workplace.

#### **Offers of employment are contingent upon:**

- A successful reference check (all positions).
- Non-adverse Criminal Record check (all positions).
- Pre-existing injury: a full disclosure of any pre-existing injury (or injuries), illness or other health related issues that may impact the incumbent's ability to perform their role; or that may be affected by employment in this position.
- Fitness for work medical examination (specific positions).
- Holding and maintaining a valid 'Working with Children Check' (all positions).
- *Some roles may require candidates to undertake psychometric testing prior to appointment.*
- PPCG reserves the right to terminate your employment without notice should you be found to have engaged in serious and/or wilful misconduct.

***PPCG is an equal employment opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve in line with government policies.***

Please send your CV and one page cover letter to Catrina Sofo – [csofo@ppcg.org.au](mailto:csofo@ppcg.org.au)