

<b>POSITION TITLE</b>	<b>Assessment and Support Coordinator</b>		
<b>POSITION OVERVIEW</b>	The Assessment and Support Coordinator is responsible for the holistic assessment of people presenting using the appropriate practice frameworks and theoretical approaches including strength based, person centeredness, and trauma informed practice. This role requires a high level of professionalism, ability to maintain relationships and team work. This position will involve rostered weekend work.		
<b>CLASSIFICATION</b>	WCS Level 6	<b>SERVICE AREA</b>	OneLink
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> 38
<b>LOCATION</b>	Belconnen and various outreach locations		
<b>IMMEDIATE MANAGER</b>	Manager Housing and Homelessness		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	All WCS employees, Director Housing and Community Services		
<b>EXTERNAL</b>	Service Users, Organisations in ACT Community, ACT Government Partners		
<b>KEY ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>• Conduct holistic assessments in line with the appropriate practice framework – trauma informed practice.</li> <li>• Ability to exercise professional judgement and appropriately assist a caller to explore and identify their needs, providing active client engagement with clients waiting for referral.</li> <li>• Ability to effectively engage with a range of people from diverse backgrounds and experiencing crisis or vulnerabilities.</li> <li>• High level application of assessment, case management and referral skills.</li> <li>• Ensure that people who access OneLink for various services receive the most appropriate referral pathway according to their needs.</li> <li>• Maintain up to date knowledge of information, resources and relevant services across the wide range of ACT Government and Community Services.</li> <li>• Apply creative, innovative and integrated work practices, with a willingness to identify and contribute to process change.</li> <li>• Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and timeframes.</li> </ul>			

- Actively participate in the ongoing improvement and integration of OneLink with ACT Housing and the service sector.
- Engage in the ongoing improvement of own knowledge and skills through self-learning, attending agreed training programs, supervision and reflective practice.
- Professionally represent and promote OneLink at Outreach locations, meetings or community events.
- Establish and maintain relationships with key stakeholders.
- Ability to enter data accurately, write clear and concise case notes and write comprehensive referrals in a timely manner.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.
- Perform other duties as directed by the Manager.

### EXPERIENCE & QUALIFICATIONS

#### Essential

- Diploma in a relevant discipline area, for example, Social Work, Community Services, Drug and Alcohol, Disability, Mental Health etc.; **OR** Certificate IV with extensive experience in a relevant field.
- Demonstrated skills, knowledge and experience working with a diverse range of people through phone-based assessments, face-to-face, case work, referrals and outreach.
- Demonstrated professional competence and sensitivity in holistic assessment processes and referrals, with the ability to identify needs and draw out relevant information via a holistic and person-centred conversation.
- Demonstrated ability to use strengths-based practices, person-centred approaches and trauma informed practice.
- Ability to establish and maintain service knowledge, make and receive referrals and work in an integrated way.
- Demonstrated professional conduct and ability to build and maintain stakeholder relationships.
- Demonstrated exceptional written skills to ensure clear and concise case notes and comprehensive referrals with the ability to enter data accurately and in a timely manner.
- Proven ability to effectively time manage a range of competing priorities.
- Proven ability to actively participate as a team member and contribute to strategic and service improvement discussions.
- Current First Aid Certificate.

#### Desirable

- Bachelor or Post-Graduate Qualifications in a relevant discipline area, for example, Social Work, Community Services, Psychology or other human services related field.

#### Other

- Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.
- Ongoing employment is subject to applicants providing a satisfactory Police check and Working with Vulnerable People check.

<b>Document History</b>	<b>Original:</b> 2016	<b>Revised:</b> 29 June 2023	<b>Version:</b> V3		
<b>Employee's name</b>		<b>Signature</b>		<b>DATE</b>	