Kowanyama Aboriginal Shire Council

Position Description

Women's Shelter Support Worker

Job Title:	Women's Shelter Support Worker
Award:	Queensland Local Government Industry Award (Stream A) - State 2017
Division:	Division 2 - Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services
Classification:	Level 1
Employment Type:	Casual
Department:	Community Services & Cultural Heritage
Reports To:	Women's Shelter Team Leader
Approved:	Alan Neilan, Chief Executive Officer
Version Date:	29 June 2025

Position Objective

This position will provide support and contribute productively to the Kowanyama Aboriginal Shire Council and the Kowanyama community through provision of access to the shelter for clients on a 24-hour basis.

Position-Specific Key Responsibilities

- Provide support and a safe haven to the service users that access the shelter.
- Develop positive relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes.
- Liaise with and be available to the Kowanyama Police to ensure that service users in difficult or unsafe situations have access to the shelter.
- Assist case management duties by providing information and support to ensure client needs are met.
- Supporting and encouraging clients to access other relevant services in community, this includes transporting clients, where applicable.
- Perform housekeeping duties such as cleaning floors, the kitchen, bathroom and toilet and laundry and any other tasks outlined in the "Staff Cleaning Roster" provided by Women's Shelter Team Leader.
- Prepare light meals for the clients during the shift, where applicable.
- Provide detailed handover notes of client information/shelter business to other support workers and provide such information in written form in the allocated shelter "handover" book.

- Attend regular staff meetings and staff training as directed by the Women's Shelter Team Leader

Knowledge, Skills and Abilities

- A genuine understanding and appreciation of Aboriginal and Torres Strait Islander culture, protocols, and customs.

Selection Criteria

1. Certificate III in Community Services or willingness to undertake and complete within a designated timeframe.
2. Ability to work unsupervised at times as well as an effective team member
3. Good written and verbal communication skills
4. Ability to perform basic housecleaning tasks
5. Ability to liaise and communicated effectively with internal and external stakeholders.
6. Knowledge or willingness to learn the Sexual & Domestic and Family Violence legislation.
7. Demonstrated behaviour which supports a diverse, equitable and safe workplace.
8. Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate effectively and sensitively with Indigenous people.
9. Demonstrated experience in community development and community organisations and/or relevant experience in working with Indigenous communities.
10. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.
11. National Police Clearance.
12. Working with Children Blue card.
13. Manual "C" Class Drivers Licence

Corporate Responsibilities

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area and once shift is completed leave site directly after hand over.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence and only work the rostered hours assigned by management.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.

Organisational Relationships

Reports To:	Executive Manager Community Services
Internal Liaison:	Chief Executive Officer, Executive Managers, and all Kowanyama Aboriginal Shire Council employees
External Liaison:	Federal and state government agencies, statutory authorities, contractors, members of the community, visitors to the Kowanyama Community

Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.