

Dear Applicant,

Thank you for your interest in the position of Part-time Welfare Support Worker at Guthrie House.

Please find enclosed

- Advertisement including Selection Criteria
- Position description including the Philosophical Framework of Guthrie House
- Guthrie House Code of Conduct.

Written applications must include a statement addressing the key selection criteria and be submitted by **5 pm on Friday 26th March 2010**. A daytime telephone number should also be provided.

Applicants should provide the names and telephone numbers of 2 professional referees.

Address all applications to:

The Board of Directors
10-14 Sebastopol Street
ENMORE NSW 2042

Or email

info@guthriehouse.com

Website: www.guthriehouse.com

Further enquiries related to the position can be directed to: Deb Allen (02) 9564 5977.

Additional Notes to Applicants

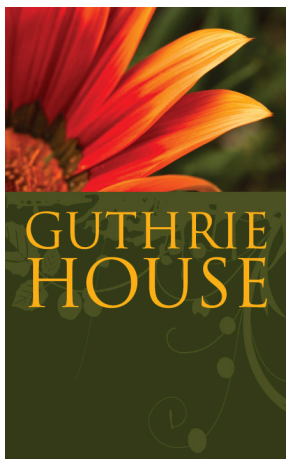
Selection will be based on how well applicants meet the selection criteria; therefore it is essential that applicants specifically address all the selection criteria.

A satisfactory police check and working with children check will be required of the successful applicant

Guthrie House is committed to protecting your privacy and abides by all applicable Privacy Legislation and Privacy Principles. Your information remains confidential at all times and will not be disclosed to any other parties without your prior consent.

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ADVERTISEMENT

Part-time Welfare Support Worker (rotating shift work, including sleepovers & some weekends) Guthrie House Co-operative Ltd (Enmore)

Guthrie House is a residential rehabilitation and transition service for women (and their pre-school aged children) who are involved in the criminal justice system.

Guthrie House is seeking a part-time (22 hours per week) Welfare Support Worker to provide case management and support to residents. The position is accountable to the Guthrie House manager.

Download the information package at www.guthriehouse.com

Essential Criteria

- Relevant tertiary qualifications or minimum of 3 years experience in the community sector
- Excellent organisational, communication and interpersonal skills
- Knowledge of and experience of working with those experiencing drug and alcohol & mental health issues
- Demonstrated experience in case management and working with complex needs and challenging behaviours
- Demonstrated experience and an understanding of effective crisis intervention and crisis management
- Ability to work independently and within a supervised environment
- Commitment to women's justice issues
- Ability to work as a member of a team and a willingness to participate in team meetings, group supervision and staff training sessions
- Computer Literacy specifically proficient in the use of Microsoft Outlook & Word
- Current driver's licence

Desirable Criteria

- Experience working a residential setting
- Experience working with women and children
- Ability to facilitate effective group sessions with residents

Salary: The position offers a base salary of SACS Award Grade 3, plus superannuation and leave loading with a salary sacrifice option available. Penalty rates apply. Preferred applicants will be subject to employment screening.

The requirement to be a woman is a genuine occupational qualification, S31(2)(H) of the Anti-Discrimination Act NSW (1977).

Enquiries: Deborah Allen
Manager
9564 5977

Or via email info@guthriehouse.com

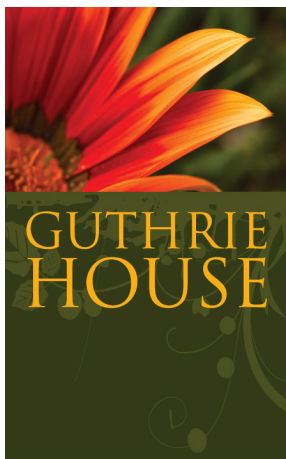
Applications to: Board of Directors
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Closing Date: Friday 26 March 2010

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POSITION DESCRIPTION

Position Title:	Support Worker
Location :	Guthrie House
Employment Category:	Part-time (22 hrs per week)
Award Classification:	SACS Award Grade 3 conditions and pay rates
Reporting to:	Manager – Guthrie House
Supervision/Support:	Program Co-ordinator – Guthrie House

Philosophical Framework of Guthrie House:

Guthrie House is a residential rehabilitation and transition service for up to ten women involved in the criminal justice system. Almost all residents come to Guthrie House either directly from gaol and/or are under some form of court order e.g., bail, parole, Community Service Order. Some residents are part of the NSW Drug Court program. Residents should stay no longer than three months at Guthrie House during which time they participate in programs and activities which help them to lead law-abiding self-sufficient lives.

Guthrie House takes a holistic harm minimisation approach in its program provision which meets the individual needs of the residents. As most of the residents have history of contact with the criminal justice system and high level of poly drug use, it is very important that all staff at Guthrie House maintain realistic expectations of what the residents may be able to achieve in their quest to live independent lives in the community.

In all aspects of working at Guthrie House, staff must recognize and give regard to the dignity, self respect and self worth of the women residents. The rights of all residents must be upheld at all times and residents are encouraged to have their opinions heard and to participate in decision-making processes wherever possible. Residents are also encouraged to make use of the processes Guthrie House has in place to protect them and which promote their right to be an active participant in their own case management. All complaints will be treated seriously and dealt with according to the established policy and guidelines.

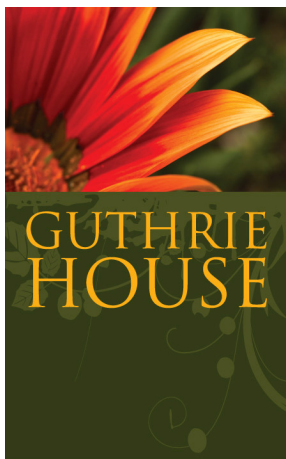
The level of autonomy of each woman who resides at Guthrie House is able to achieve is totally dependent on her individual capacity, and staff must work with each woman in a flexible manner to ensure that they are not hindering her desire or ability to take responsibility and control over her life.

All decision-making processes regarding residents must take place in as transparent a way as possible. Staff should be aware at all times of the power imbalance between themselves and the residents (their clients). Staff should act with the utmost integrity and professionalism. In all decision-making processes concerning the residents, the individual needs of each woman and the needs of the household in general should be weighed-up and appropriately considered.

Decisions to discharge a woman from residency and program at Guthrie House should be made in a procedurally fair manner without disregarding her dignity and self respect. Decisions to discharge a woman should be made only when it is in her best interest, or when her behaviour poses a threat to the safety of other Guthrie House residents and/or staff or compromises the integrity of the program.

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1. Program Context

Guthrie House is a community based residential rehabilitation and transition service for women who are involved in the NSW criminal justice system. The program is typically three months in length and provides the following services: residential accommodation for women with children; twenty-four hour support and supervision; welfare support services including case management; drug and alcohol assessment and counselling; group work and living skills training; information and education sessions; recreational outings; court reports and reports for DOCS case conferences; assistance with appropriate post-discharge accommodation.

To be admitted to Guthrie House, women must meet the following criteria:

- currently facing criminal charges;
- recently released from prison;
- or on parole, bail or court imposed bonds;
- have a commitment to participating in drug and alcohol treatment or other appropriate programs.

As resources are limited, Guthrie House is unable to accept women with severe mental illness or developmental disabilities or women with bail, parole or court imposed orders that do not allow them to leave the premises on their own. Guthrie House accepts women on methadone and buprenorphine.

2. Accountability

The position reports directly to the Manager and will receive support, direction and supervision from the Program Co-ordinator.

3. Other Relationships

Support Staff

The Support Worker will communicate with and work co-operatively with other program staff. This includes fellow Support Workers, Outreach Worker, Finance & Administrative Officer, Program Co-ordinator & Manager.

Service Users

The Support Worker will ensure the needs and rights of residents are the major focus of the program, and will deal with all grievances and input in line with Guthrie House policies.

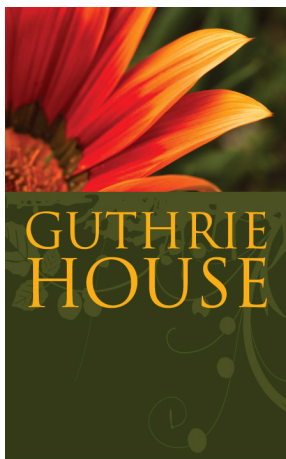
Guthrie House Staff

All staff are part of the wider Guthrie House team and the Support Worker will liaise, meet with and share responsibility with other staff where appropriate and as directed, in line with the work of the whole organisation.

4. Duties of the Position

Service to clients

- Conduct assessment of needs using the effective assessment tools and case management model provided by Guthrie House
- Conduct induction and orientation sessions for new residents of Guthrie House
- Provide mentoring and support to a caseload of up to 2 clients
- Assist the clients to develop and maintain a sustainable and fulfilling lifestyle
- Work collaboratively with the residents to identify, develop and implement Individual Case Management Plans that articulate their goals, skills and strengths, and provide the resident and worker with direction and purpose. This may take the form of linking with other service providers such as mental health professionals, housing support services, education, employment, vocational, social and



recreational agencies. Work with the residents towards establishing their own safe, comfortable and contained physical environment as they take responsibility for their own general well-being. This is to be done in line with the Case Management Model using the templates & tools as per current policy and practice of Guthrie House

- Work alongside clients and, where appropriate, model good practice in order to assist in the development of activities of daily living. This covers household management functions such as shopping, cooking, cleaning, budgeting, paying bills, safety and security, and may include direct teaching of these skills.
- Preparation of case notes, data sheets and other required documentation
- Monitoring participant referrals and monitoring progress against Individual Case Management Plans
- Be available to discuss issues or problems with residents are requested by them or as deemed appropriate to the role of the support worker
- Be responsible for the maintenance of client confidentiality at all times
- Take adequate steps to ensure the safety of residents at Guthrie House at all times

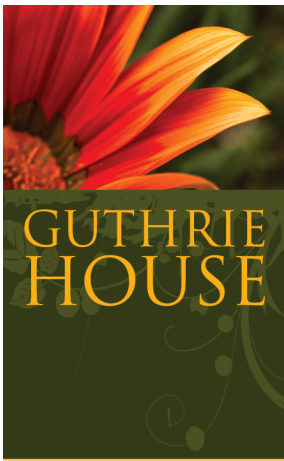
Program Administration

- Be familiar with the policies and procedures of the service as they are outlined in the Guthrie House Policy & Procedure Manual and the Standard Operating Procedure Manual.
- Ensure client records and case files are detailed, accurate and up-to-date before the completion of each shift
- Routinely collect urine samples from residents as scheduled and to otherwise ask residents for urine samples where there is reason to suspect substance use
- Follow procedures for the admission and discharge of residents, including the completion of all paperwork according to the current policy & practice of Guthrie House
- Ensure that all residents rents are paid on time and that outstanding debts are collected from residents at the earliest opportunity
- Balance, at the end of each shift, all money for which the support worker has been accountable during her shift
- Prepare for, and facilitate resident groups and meetings such as: relapse prevention, chore planning, meal planning as per the Guthrie House program.
- Take reasonable steps to ensure the protection of Guthrie House property and the maintenance of such, including the organization of repairs maintenance or replacement as necessary
- Report damages, loss and/or theft of Guthrie House property to the manager and to consult with her about repair and replacement of same
- Ensure that bedrooms are clean and prepared for new residents
- Ensure that any exiting resident property that has been left to be collected at a later date, is labeled clearly and stored neatly with a date for collection on the label.
- Keep record of resident appointments in electronic diary to remind residents and to escort where appropriate
- Ensure the service vehicle is used appropriately and is adequately cleaned & maintained including keeping accurate log of use
- Carry out maintenance duties of the staff bedroom and staff office areas as scheduled

Team work

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- Ensure staff coming on shift are fully briefed during hand-over period – particularly casuals which may be unfamiliar with the current residents
- Enhance overall service delivery by working effectively, supportively and co-operatively with other staff members in one-to-one interactions, team meetings and in the daily work of the Guthrie House program
- Participate in regular supervision, team building and team case management meetings
- Participate in training as required
- Provide support to other team members where appropriate
- Participate in program and policy development & review for the Guthrie House Program

Professional Development

- Enhance the quality of service to clients by undertaking professional development relevant to the primary work of the service, including supervision with Manager
- Participate in team group supervision, training and evaluation as required

Program Planning and Development

- Ensure effective service delivery by participating in the planning, development and review processes of the Guthrie House Program
- Participate in Guthrie House feedback and program monitoring system to evaluate Program's effectiveness to inform program enhancements, modifications and identify areas to improve access, equity and outcomes for participants.

5. Key Selection criteria

Essential Criteria

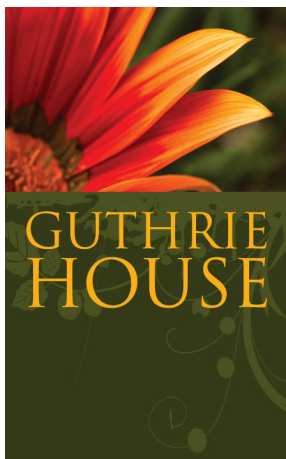
- Relevant tertiary qualifications or minimum of 3 years experience in the community sector
- Excellent organisational, communication and interpersonal skills
- Knowledge of and experience of working with those experiencing drug and alcohol & mental health issues
- Demonstrated experience in case management and working with complex needs and challenging behaviours
- Demonstrated experience and an understanding of effective crisis intervention and crisis management
- Ability to work independently and within a supervised environment
- Commitment to women's justice issues
- Ability to work as a member of a team and a willingness to participate in team meetings, group supervision and staff training sessions
- Computer Literacy specifically proficient in the use of Microsoft Outlook & Word
- Current driver's license

Desirable Criteria

- Experience working a residential setting
- Experience working with women and children
- Ability to facilitate effective group sessions with residents

6. General Conditions of Employment

There are common conditions of employment covering all employees of Guthrie House which form the basis of the organisation's policies and procedures. These are set out in the Policy and Procedures Manual, and the Social and Community Services Award.



Where duties require the Support Worker to travel, an agency vehicle will be provided. Use of the agency vehicle may need to be booked in advance. Use of own private vehicle is **not** permitted during performance of duties.

Guthrie House promotes a non-smoking environment. Smoking is prohibited in vehicles, buildings and in any area of the grounds outside of the designated smoking areas.

All staff are expected to take responsibility for a safe and healthy work environment as required by Occupational and Health Safety provisions.

The position is permanent part-time with a salary is equivalent to SACS Grade 3

You are able to salary package a tax free amount of up to \$16,050 per FBT year (pro rata per part year of employment).

Employer superannuation contribution is 9%

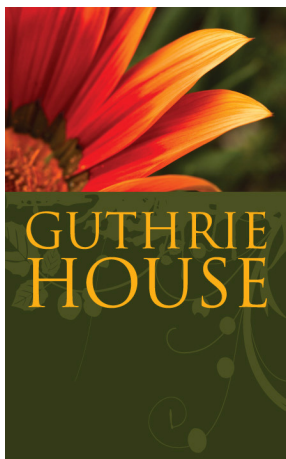
Appointment to this position is subject to a three month qualifying period of employment. Appointment is contingent on a satisfactory criminal records and working with children check.

7. Specific Employment Conditions

Commencement Date:	TBA
Probationary Period:	There will be a probationary period of 3 months.
Period of Employment:	Permanent part-time (22 hours per week)
Award:	Terms, conditions and pay rates according to SACS Award & Guthrie House Policies & Procedures Manual.
Award Classification:	SACS Grade 3 equivalent
Payment:	Fortnightly through a direct bank transfer.
Hours of Work:	Hours and days of work will be negotiated with the successful candidate.
Clearance:	All staff of Guthrie House are required to undertake and pass a satisfactory police check and a working with children check.

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Code of Conduct

Context and Purpose

This Code of Conduct describes the ethical principles, values and practices that underpin the Guthrie House service. It is binding for all Guthrie House Board members, employees, volunteers and contracted program providers and supersedes any Code of Conduct previously issued by Guthrie House.

The purpose of the Code of Conduct is to provide Guthrie House employees with an ethical framework for behaviour and decision making. As it is not possible to cover every situation with which employees may be confronted during their employment with Guthrie House, this Code of Conduct must be read in conjunction with the Guthrie House policies and procedures and with legislation relevant to the operations of Guthrie House such as child protection, privacy principles, and occupational health and safety standards. The Manager will assist in maintaining an awareness of Guthrie House standards of conduct and in resolving ethical dilemmas. This does not, however, remove or lessen individual accountability for actions and decisions.

Obligations to clients, colleagues and to Guthrie House require the highest professional standards of conduct and behaviour at all times. The Code of Conduct embodies the standards expected in employment and provides a framework for professional decisions, conduct and care, especially in relation to services provided to clients. Compliance with the Code of Conduct is a condition of employment for all Guthrie House staff and volunteers.

This Code of Conduct is approved by, and may be varied from time to time by, the Guthrie House Board. Variations to this Code of Conduct will be publicised to the staff, volunteers and contracted program providers, who have a duty to read and familiarise themselves with this Code, and with any variation that may be made to it.

Nothing in the Code of Conduct negates any rights or responsibilities under contracts of employment, awards or legislation.

Values

In carrying out their work tasks and duties, Guthrie House Board members, employees, volunteers and contracted program providers strive to act in ways that respect human dignity and worth and promote social justice. That commitment is demonstrated through the provision of high quality and appropriate services for women (and their accompanying children) involved in the criminal justice system.

Relationships with colleagues, clients and the community are characterised by integrity, accountability and excellence.

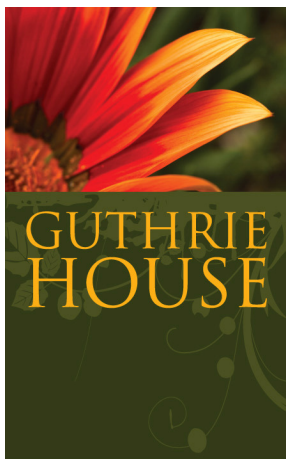
Conduct and Behaviour

All Guthrie House Board members, employees, volunteers and contracted program providers:

- carry out their duties as outlined in their position descriptions
- refrain from discussing personal matters either regarding themselves or other members of the Board, staff, volunteers or contracted program providers
- do not have personal relationships with clients, do not invite clients to their private homes or meet with clients outside work hours
- do not accept gifts from clients
- do not give personal gifts to clients
- do not withhold information pertaining to clients from the Manager
- follow reasonable work directions by the Manager
- be mindful of the professional reputation and integrity of Guthrie House in terms of:
 - their physical appearance

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- their role model status as far as drug and alcohol use is concerned
- take responsibility for their continuing professional development to ensure quality of service to clients
- must be aware of the potential for exploitation and power imbalance in dealing with vulnerable clients
- must uphold the rights of clients to evaluate, complain and question any service they may receive from Guthrie House, or any other agency or institution, and assist them in making complaints through the appropriate channels
- must actively consult clients in the development, delivery and evaluation of services
- must know and carry out all obligations relating to mandatory reporting
- must carry out reasonable directions given by the Manager and/or members of the Board and follow Guthrie House policies and procedures at all times.

All staff have a responsibility to report immediately to the manager or member of the Board, any suspected cases of improper conduct. Improper conduct is that conduct which may involve a criminal offence, illegal conduct or breach of this Code.

In addition, members of the Board must ensure that:

- grievance procedures are followed to resolve potential conflict
- complaints and grievances are reviewed to ensure systemic issues cannot develop
- they do not access individual resident's case files
- staff are provided with opportunities to enhance their professional development
- decisions made by the Board are communicated effectively to all employees
- decision making practices are based on principles of social justice and not only in economic terms.

Use of Information

Guthrie House employees have a right to express personal views through public comment or the media, but they are not to give the impression that they are speaking on behalf of, or representing the views of, Guthrie House unless they have prior authorisation from the Manager and/or Chair of the Board. Public comment includes public speaking engagements, media comments, and letters to newspapers or online services.

Access to or disclosure of internal Guthrie House documents can only be granted when legitimately required in the course of professional duties or by law or order of a court or tribunal. Before disclosure or information to a court or tribunal, approval of the Manager or Chair of the Board must be obtained.

Working with Children

The best interests of the child are the paramount consideration at all times when there are child residents or visitors at Guthrie House. Staff must be aware of their responsibilities in terms of reporting risk of harm.

Guthrie House requires staff working with children to, at all times, demonstrate the utmost respect for the child and to not do anything that would directly harm or otherwise injure the child. Physical contact with children must be appropriate to the situation, context and needs of the child. Guthrie House will take disciplinary action against any staff member found to have acted inappropriately towards a child who is currently, or was previously, a resident or visitor to Guthrie House.

Confidentiality

Guthrie House staff must not divulge, either during or after employment at Guthrie House, any confidential information gained as a Guthrie House employee that could adversely affect Guthrie House, a resident or ex-resident.

Failure to comply with the Code of Conduct may result in disciplinary action and the possibility of being excluded from the activities of Guthrie House.

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