

After hours Women's Crisis Support Worker (Caretaker)

Permanent Part time, After hours, on-call position

\$41.52 per hour plus penalty rates as per MEA

Week day evenings 5-9 pm in person, weekday evenings 9pm-9am and 24 hours over weekends available for calls and able to drive to site as required

Work one week in every 3 week rotating roster.

ABOUT TOORA WOMEN INC.

Toora Women is a dynamic and compassionate organisation dedicated to providing gender-specific homelessness services to feminine-identifying people in the ACT. Our purpose is to create a safe and supportive environment for women, providing essential services and fostering community connections. At our heart we are a crisis and transitional homelessness provider, but we work across the intersections of domestic violence, corrections, mental health and substance dependency.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

ABOUT THIS POSITION

The Caretaker works one week in three as part of a rotating roster, and includes evening and overnight support requirements. The Caretaker provides out of hours crisis support and intervention to Toora Women clients residing in our 12 shared residential properties, via phone or attendance at residence as required. Our Caretakers also provide support for client services whilst they are on shift.

RESPONSIBILITIES:

- Respond to emergency contacts from Toora clients and undertake emergency assessments including safety and risk.
- Provide crisis intervention, practical and emotional support to clients, by phone or by attending the Toora residence as deemed necessary.
- Encourage women to self-manage crisis, in the first instance.
- Develop and maintain facility knowledge of Toora Women Inc. residences.
- Be available to respond immediately to any phone call, by keeping a designated mobile phone charged and in close vicinity.
- Restrict whereabouts and be able to attend any work site within 30 minutes of call out.
- Always ensure zero blood alcohol level during shifts.
- Provide handover to relevant case manager at end of each shift.

KEY CAPABILITIES

- Ability to work as part of a team and to build strong relationships with colleagues and clients
- High levels of personal integrity and committed to living our organizational values everyday.
- Capacity to work with challenging behaviours and crisis situations
- Well-developed communication skills
- Ability to relate sensitively to women of diverse cultural, social, economic backgrounds.
- Proficient computer skills including the use of Microsoft office applications.

ESSENTIAL QUALIFICATIONS & EXPERIENCE

- Relevant Community Service qualifications and short-term crisis intervention skills
- Experience in the community sector, ideally with homelessness, DFV or AOD.
- Possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Possess a current driver's license and be willing to drive.

CONTACT FOR MORE INFORMATION

For additional information please contact the Toora Recruitment team via email at recruitment@toora.org.au