



# Twilight Community Worker

## Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

### Employment Conditions

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Employment basis: Casual

Hours: Shift times 4pm – 11pm Monday to Sunday, Wednesday 3pm start

Remuneration: Social, Community, Home Care and Disability Services Award 2010 Level 3

Commencement: December 2019

### About The Wayside Chapel

The Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964 and Bondi since 1971.

Today, under the banner of love over hate, The Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

The Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centres in Bondi and Kings Cross, outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most disadvantaged members of our community have access to essential health, welfare, social and recreational services.

Our community development program reaches out to the wider community to ensure that The Wayside Chapel is a place for people from all walks of life.

**Vision:** Love over hate

**Mission:** Creating community with no 'us and them'

**Values:**

*Openness (No secrets):* We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

*Teamwork (No cowboys):* Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

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Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
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*Patience (No rush):* We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

*Courage (No complacency):* It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

*Respect (No Judges):* People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

### **Behaviours:**

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

*Speak Well:* Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors:* Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind:* We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

### **About the Twilight Team**

The Wayside Chapel's vision of creating community with 'no us and them' thrives on the success of its vocational activity programs. In 2014 Wayside established a new vocational activity program – Twilight Team – offering a diverse range of activities to the Kings Cross community each weekday evening between 5 - 8pm. In September 2017 the program was extended to 10.30pm close seven days per week.

This is often a difficult time of the day for Wayside's visitors leading street-based lives or who may be marginalised by issues including mental health, family and relationship breakdown, drug and alcohol addiction, sex work and engagement in the criminal justice system. Support is provided through the delivery of vocational activities and the maintenance of a stimulating and safe environment at our Kings Cross site during the Twilight Team hours.

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## Position Description

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### Position Summary

The Twilight Community Worker will work as a part of the evening hour's team, coordinated by the Twilight Team Leader, reporting to the Vocational Programs Manager, to deliver the nightly Twilight program. The Twilight Worker will provide support to visitors throughout the evening with basic support, access to services, delivery of fun & recreational activities and the maintenance of a safe environment at the Kings Cross site during the Twilight program hours.

### Key responsibilities

#### Strategy and Planning

- Actively participate in team meetings;
- Attend all organisational meetings as required;
- Participate in the review and further development of policy and procedures;
- Actively participate in the formal evaluation of vocational activity programs and services.

#### Program Delivery

- Plan and facilitate vocational activities, workshops and programs as directed;
- Ensure maintenance of a safe, creative and stimulating environment at the Kings Cross site during Twilight program hours;
- Assist with the promotion of the Twilight program in the wider Kings Cross neighbourhood;
- Accurately record statistical data and deliver written communication as directed;
- Create opportunities for activity participants to take on more responsibilities and assist visitors on vocational pathways;
- Maintain and promote a safe working environment by adhering to The Wayside Chapel's WH&S policies and procedures;
- Promote the harm-minimisation model approach to all visitors;
- Deliver programs and activities from a Trauma Informed care approach.

#### People Management

- Supervise and support volunteers in the provision of service in the Community Service Centre, Wayside Café and Twilight program including the provision of orientation, ongoing education, training and debriefing;
- Maintain a positive work-life balance on an individual, team and organisation-wide basis;
- Promote the objectives of Wayside's Supported Employment Program by walking alongside Wayside supported staff with sensitivity to the barriers they face to open employment and celebrating contribution to community.

#### Administration and Record Keeping

- Accurately and efficiently collect all relevant data;
- Ensure record keeping and all administrative tasks are completed to a high standard and on time.

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## Workplace Health & Safety

- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers;
- Comply with legislation and all Wayside OHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

## Other

- Any other duties as directed by the Vocational Programs Manager.
- Undertake training as required and directed.

## Key Performance Indicators

- Well supervised, safe environment evidenced by Incident Reports and exclusion history;
- Fun and welcoming environment created which is evidenced by number of people attending each activity, and half yearly satisfaction surveys;
- Visitor led, person centred activities evidenced by number of program assistant roles created and number of suggestions included in the program offering.

## Key internal contacts

- Twilight Team Leader
- Twilight Team Workers
- Support Worker – Extended Hours
- Vocational Programs Manager
- Program staff

*Note: This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Twilight Community Worker can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.*

## Selection Criteria

Applications must address each essential selection criteria individually. **Applications which do not individually address each selection criteria will not be considered.**

### Essential

- Ability to create a safe, welcoming and fun environment;
- Demonstrated experience running recreational or educational activities in small group settings;
- Good sense of humour and ability to create a fun and supportive environment
- Ability to work in a team as well as independently;
- Good communication skills, both written and verbal;
- Qualifications and/or experience in community services, mental health or similar

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- Willingness to work within the Wayside Chapel ethos and values;
- First aid qualifications or willingness to obtain;
- Able to commit to regular weekend shifts during the evening hours.

#### Desirable

- Experience working in community;
- Experience supporting people with complex needs including issues of homelessness, mental health and alcohol and other drugs.
- Understanding of the Trauma Informed care approach.

## Application and Recruitment Process

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- Applicants should provide a copy of their resume and a covering letter addressing all the essential selection criteria **as soon as possible.**
- Applications for this position will be accepted up to **Friday 6<sup>th</sup> December 2019.**
- Applications should be submitted via The Wayside Chapel's applicant portal.
- **Applications which do not address each and every selection criterion will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants should provide two (2) work related referees with their application, including their current line manager.
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.

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