



# Community Services Frontline Worker

## Job Information Pack

This information package includes:

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

### **Employment Conditions**

Employment basis: Permanent

Hours: Full time

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

Commencement: August 2018

### **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.

*us*

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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.

*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.

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*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 Community Services Centre**

The Wayside Chapel Community Services Centre operates 7 days a week at Kings Cross and 5 days a week at Bondi at Norman Andrews House. Both locations aim to provide a meeting place for all members of the local community in a safe, stimulating and welcoming environment.

The Community Services Centre team work with people in the community who may be marginalised by issues including homelessness, mental health, family and relationship breakdown, domestic violence, alcohol and other drugs, sex work and/or engagement with the criminal justice system.

## **Position Description**

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### **Position Summary**

The CSC Frontline Worker role is a core role within the Community Services Centre team. The role is chiefly responsible for the maintenance of a safe and welcoming environment in the Kings Cross Level 1 area such that other CSC team members can conduct care coordination and other functions free from interruption. The CSC Frontline Worker role performs a key function by directing visitors to Wayside's various programs, care coordination options, appointments and events, support.

### **Position Purpose**

The Community Services Frontline Worker role has four key functions: ensuring the maintenance of a safe and welcoming environment in the Level 1 Kings Cross area; perform a concierge function by directing visitors to the appropriate Wayside programs and Care Coordinators, support groups, events, etc; supporting Community Services Centre volunteers in their performance of the key 'front desk' volunteer role; and provide short term responses to visitors in emergency circumstances (e.g. crisis accommodation).

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The Community Services Frontline Worker will work alongside Community Services Care Coordinators to deliver a program which:

- Provides a safe, welcoming drop-in space;
- Promotes independence, self-determination and self-worth in all visitors through community engagement;
- Promotes harm minimisation especially in the areas of safe sex and alcohol and other drug use and injecting practices;
- Promotes equitable access to a basic standard of living including personal health and hygiene and accommodation;
- Identifies and creates recreational, vocational and/or educational pathways and opportunities for visitors; and
- Creates and promotes opportunities for participation in the Wayside community.

### **Key responsibilities**

#### **Strategy and Planning**

- Actively participate in team meetings.
- Attend all organisational and external meetings as required.
- Actively participate in service and organisational planning.
- Participate in the review and further development of policy and procedures
- Actively participate in formal evaluations of Community Service Centre programs and services.

#### **Program Delivery**

- Supervise and maintain a relaxed, stimulating, welcoming, clean and safe drop in environment at Wayside Kings Cross Level 1 area: including the 'front-desk' reception area, Café finding area and outdoor spaces;
- Assess risks and undertake conflict management and resolution including de-escalating violent incidents, as required;
- Assist in managing the exclusion process for anti-social behaviour and breaches of the code of conduct;
- Promote a harm minimisation model by providing basic information on health issues;
- Use Trauma Informed Care principles when working with visitors;
- Provide practical and emotional support and challenge visitor behaviours and choices in line with the abovementioned objectives of the CSC program, as required;
- Complete basic intake and assessment duties;
- Provide hand-over information to the Twilight Team;
- Utilise the Visicase data collection system as appropriate and directed.

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## People Management

- Supervise and support Community Service Centre volunteers as directed
- Promote the objectives of Wayside's Supported Employment Program by walking alongside Wayside's supported staff with sensitivity to the barriers they face to open employment and celebrating their contribution to community.

## Reporting, Measurement and Evaluation

- Ensure all reports are completed to a high standard and on time;
- Apply continuous improvement principles in all reporting, evaluation and measurement exercises.

## 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;
- Monitor and manage budget within delegation.

## 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 CSC Manager.
- Undertake training as required and directed.

## Key Performance Indicators

- CSC Care Coordinators and Manager are free to pursue their tasks because front of house is well supervised;
- CSC team members feedback their confidence in the management of the Level 1 Kings Cross floor;

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## WAYSIDE CHAPEL

- Actively de-escalate incidents before they escalate into episodes involving violence or verbal abuse;
- Volunteers feel supported by appropriate engagement, debriefing provision of orientation including WHS;
- Visitors are directed to appropriate supports;
- General public find their rooms and are directed appropriately;
- Incidents reported remain at current levels (or less).

### Key internal contacts

- Twilight Team Leader
- Twilight Team Workers
- Street Reach Worker
- 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 Community Services Frontline 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

- Qualifications in community development, welfare, social work, alcohol and other drugs or related field and/or equivalent experience;
- Initiative, flexibility and the ability to work in a team environment;
- Experience supporting people with complex needs including issues of homelessness, mental health and alcohol and other drugs;
- Demonstrated ability to ensure a stimulating and safe environment;
- Demonstrated skills in managing conflict, and de-escalating incidents;
- Good sense of humour and ability to create a fun and supportive environment;

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- Good written and verbal communication skills;
- Competency across MS Office programs;
- Willingness to work within the ethos and mission of The Wayside Chapel;
- First Aid Certification;
- Experience using Trauma Informed Care practices.

#### Desirable

- Experience using databases, in particular Visicase;
- Demonstrated ability and experience supporting and supervising volunteers;
- Knowledge of local area and services.

## Application and Recruitment Process

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- Applicants should provide a copy of their resume, a covering letter and a written response separately addressing all the essential and desirable selection criteria by **9am Monday 6 August 2018.**
- Applications should be submitted via The Wayside Chapel's applicant portal link in the job advert.
- **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.
- A selection panel of three (3) people will be convened. All applications will be assessed by this panel against the essential and desirable criteria based on their resume and cover letter. Applicants who are successful at this stage will be offered an interview with the selection panel. First round interviews will be scheduled in the week commencing Monday 13 August 2018, second round interviews will be scheduled in the week commencing Monday 20 August 2018.
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- A short-list of successful applicants will be created. Referees will be checked at this time to substantiate information provided by successful applicants.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.
- Unsuccessful interviewees will be contacted personally and informed of the outcome of their application.

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