



# Community Services Worker

## Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

## Employment Conditions

---

Employment basis: Casual

Remuneration: Level 3 SCHADS Award

Commencement: ASAP

### About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

**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.

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



*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.

## **Position Description**

<b>Reports to</b>	Team Leader
<b>Location</b>	Kings Cross/Bondi

### **About the Team**

The Community Services Teams' aim is to create community, as well as address outstanding presenting issues as required by our visitors. The community group with whom we work is diverse in background. We are inclusive of people experiencing severe and persisting mental health issues; loneliness; homelessness; substance addiction; domestic violence; and legal issues.

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



## **Position summary**

The Community Services Worker is responsible for welcoming visitors to Wayside, ascertaining and responding to their immediate needs such as practical assistance and crisis referrals, and maintaining a safe space including appropriate management of incidents.

## **Key accountabilities and responsibilities**

### **Working with visitors**

- Greet visitors, build rapport, conduct basic assessment of need and direct visitor flow through the service;
- Provide visitors with information on Wayside services and other local services;
- Manage the provision of practical assistance including allocation of showers, toiletries, emergency clothes and emergency meals;
- Provide crisis support and respond to immediate visitor issues such as lack of housing, mental health crises and other health emergencies;
- Refer visitors to care coordination staff when appropriate;
- Maintain a safe environment through monitoring visitor behaviour and managing incidents as they arise, including dealing with aggression and AOD/overdose;
- Develop and deliver various activities to assist with visitor engagement;
- Promote independence, self-determination and self-worth in visitors through one-to-one and community engagement.

### **Service delivery**

- Monitor and maintain adequate supplies to provide practical assistance for visitors such as toiletries, clothing and clean towels;
- Collaborate and work effectively with volunteers and with other programs within Wayside for the advancement of visitor care objectives;
- Participate in interagency meetings when required and ensure Wayside offers a consistent and professional presence.
- Explore opportunities to expand relationships and collaborative work with local service providers;
- Utilise a trauma informed care approach to all interactions with visitors;
- Operate within a harm minimisation framework when working with visitors engaged in high- risk behaviours.

### **Administration, reporting & WHS compliance**

- Maintain supply of front desk templates including shower, phone charging and visitor lists
- Record accurate and timely data and information and effectively use available systems; This includes internal systems to record program statistics, check-in, visitor flags, CIMS and other systems utilised in interagency meetings;
- Comply with all Wayside WHS 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;

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



#### Other

- Direct any phone or drop-in enquiries such as donations to the appropriate people;
- Any other duties as directed by Team Leader, Operations Manager or Head of Programs;
- Attend training and educational courses, professional supervision and staff meetings;
- Foster a culture in line with Wayside's values and professional industry standards including visitor focused and outcomes-centred care.

#### 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. A Community Services 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.*

*The Community Services Worker should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.*

#### Key Internal and External contacts

##### Internal

- Team Leader
- Operations Manager, Programs
- Senior Social Worker

##### External

- Other service agencies and partners
- DCJ

#### Selection Criteria

##### Essential

- TAFE level qualifications in Community Services Work, Mental Health, Alcohol and Other Drugs or other relevant area, and/or extensive experience in the areas of addressing the needs of disadvantaged populations;
- Experience working with at-risk populations and understanding of related issues, both practical and systematic (including but not limited to Juvenile Justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness, mental health, alcohol and other drugs);
- Knowledge of and ability to operate with regard to trauma informed principles;
- Initiative, flexibility and the ability to work in a demanding environment;
- Ability to work as part of a team with a commitment to sharing knowledge and expertise and supporting Wayside culture;
- Understanding of community-based model of care and commitment to the mission, vision and values of Wayside.

## Application Process

---

Applicants should apply via the application link in the job ad. They should include a copy of their resume and a cover letter that outlines how your skills and experience meet the job requirements.

Applications will be assessed as they are received so **please apply right away!**

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335