

# POSITION DESCRIPTION



## Community Development Support Worker

Western Metro Mental Health and Wellbeing Connect and Settlement Programs

### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

### Our Vision

Building a Just Society

### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

### Position details

POSITION TITLE:	Community Development Support Worker
PROGRAM:	Western Metro Mental Health and Wellbeing Connect Settlement Program
LOCATION:	Sunshine/Flemington
REPORTING RELATIONSHIPS:	This position reports to the Coordinator, Support Work, Western Metro Mental Health and Wellbeing Connect
EFFECTIVE DATE:	July 2025

## Position Purpose

- To deliver high quality support that meets the needs of families, carers and supporters of young people attending the Flemington Homework Club who are experiencing mental health challenges, psychological distress and/or substance use issues
- To develop and maintain relationships with key stakeholders including local community members and leaders
- To build community capability to recognise and respond to mental health and/or substance use challenges.

## Program Purpose

Jesuit Social Services has been funded to deliver the **Western Metro Mental Health and Wellbeing Connect Centre** (the 'Centre'), led by people who have lived/living experience of supporting someone with mental health challenges and/or substance use challenges. The Centre provides a warm and welcoming space available to family, carers, kin and supporters of all ages and backgrounds, with no need for a referral. They provide opportunities to connect with peers along with tailored information, resources, advocacy, support (individually and group work), and access to brokerage funds through Tandem's Carer Support Fund.

**The Flemington Homework Club** supports school students between 6 and 18 years old with a refugee/migrant background, and their families, living in and around the Flemington Housing Estate. Students receive tailored and culturally appropriate supports to improve their ongoing educational engagement and attainment, and to reduce the risk of disengaging prematurely from school. Volunteer tutors support students in a safe, welcoming and inclusive space to overcome the common barriers they face to successful learning and educational achievement.

The Western Metro Mental Health and Wellbeing Connect and The Flemington Homework Club are collaborating to provide the families, carers and supporters of young people who attend The Flemington Homework Club with tailored and culturally safe and responsive support. The Homework Club support worker will build community capacity to recognise and respond to mental health and substance use challenges.

## Duties of the position

- Deliver high quality, strengths-based, trauma-informed, short-medium term support to families, carers and supporters who attend The Flemington Homework Club
- Deliver individualised support to families, carers and supporters including service navigation, advocacy, information, referral and resources
- Develop and maintain relationships with key stakeholders including local community members and leaders
- Build community capability to recognise and respond to mental health and/or substance use challenges
- Maintain a safe and welcoming learning environment for students and volunteers
- Facilitate information sessions, workshops, holiday programs and events for families and students

- Assist the Homework Club Coordinator in addressing operational challenges and community support requirements during program delivery, ensuring a responsive and effective service for all participants.
- This role is based on-site in Sunshine and Flemington

## **Key Selection Criteria**

1. Relevant tertiary qualification/s and/or experience delivering high quality support services
2. Capacity to fulfil reporting and administrative requirements associated with the position
3. Experience working with a diverse range of participants, including individuals, families, children and carers in community, particularly those from a refugee background and newly arrived migrants
4. Strong relationship building skills and capacity to network across a broad range of stakeholders
5. Lived or living experience as a family member, carer or supporter of someone with mental health challenges, or substance use challenges is highly desirable

## **Key Performance Indicators**

- Participants welcomed and supported to engage in services and programs (within and external to The Flemington Homework Club and the Western Metro Mental Health and Wellbeing Connect Centre)
- Participants receive the services and programs they need
- All data and reporting requirements met (internal and external)
- Participant feedback

## **Key responsibilities of Jesuit Social Services Employees**

### **Service delivery/ Practice Framework**

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Ability to clearly communicate with others
- The ability to manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required

### **Team work and supervision**

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities

## Continuous Improvement and Professional Standards

- A growth mindset with a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

## Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Understanding and a demonstrated capacity to provide leadership in the identity and ethos of Jesuit Social Services

## Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Driver's License
- Proof of eligibility to work in Australia

## Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, and you are required to meet the behavior standard outlined in our Code of Conduct.

## Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## Employee Acknowledgement

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

## Employee Signature:

\_\_\_\_\_

Date: \_\_\_\_\_

## **POSITION DESCRIPTION**



**Position Description Approved by:**

**Leanne Acreman, GM Housing and  
Complex Needs**

**Position Description Review Date:**

**2 years from effective date**