

POSITION DESCRIPTION | PLATFORM NINE

Date Position Description Last Reviewed
31 January 2023

Position Title	Employee
Intake/Support worker	Kingsway Community Care Inc.
Status of Position	Reports To (Position Title)
Casual Relief staff	Platform Nine Project Manager Team Leader Brook – General Manager

Section 1 Position Summary
Purpose of the position:

Intake/Support workers complete intake and assessments, provide support in the day to day operations of Platform Nine and work collaboratively with the Platform Nine team providing comprehensive assessment, purposeful transition planning within a spiritual and trauma informed care framework with the aim of resolving homelessness and supporting the individual's needs.

Section 2 – Key working relationships

INTERNAL	EXTERNAL
Project Manager	SeeChange & Kingsway
Pastoral Carers	Non-government service providers
Caseworkers	Government Organisations
Mentors	Funding bodies
Guests	Volunteers
Case Workers	Venue providers

Section 3 – Key Result Areas & Performance Indicators

Key Result Area (KRA)	Key Performance Indicators (KPI)
Support Worker	<ul style="list-style-type: none"> Support caseworkers and/or mentors and Guests to support the transitional needs of clients Support the day to day operations of Platform Nine All records and reporting mechanisms are maintained in accordance with KCC Policies and Procedures. Work Collaboratively with Platform Nine Caseworkers ensuring continuity of care.
Intake & Assessment	<ul style="list-style-type: none"> Complete thorough assessment of clients referred to Platform Nine for accommodation. Complete intake as guest arrive and support them to feel comfortable in their new environment.
Spiritual	<ul style="list-style-type: none"> Work Collaboratively with the guests to support their spiritual needs in line with the Kingsway Community Care ethos. Promoting kingdom values Encouraging Spiritual growth.

Intake workers statement of Duties

- a. Conduct thorough assessment of client being referred to Platform Nine.
- b. Conduct risk assessment at time of intake.
- c. Identify and respond to any immediate needs of the client.
- d. Complete and upload all relevant documents related to the intake.

Support Worker Statement of Duties

- a. In consultation with case manager and client, provide client centred assessment and Case management focussing on transitional planning with the aim of resolving homelessness and supporting individual needs within a spiritual and biopsychosocial framework.
- b. Maintain confidentiality within legal and professional boundaries.
- c. Provide information, referral and advocacy services required to meet case plan
- d. Build and maintain trusting, empowering and sustainable relationships with clients that facilitate choice, independence and increased participation in the community.
- e. Support clients to complete required forms eg: social housing, income support, and rental applications.
- f. Support Clients to attend appointments.
- g. Support clients to build their capacity to move from transitional housing to other forms of secure affordable housing.

Administrative and organisational responsibilities.

- a. Establish and maintain up to date client records.
- b. Provide regular reports to relevant Platform Nine staff
- c. Attend and participate in supervision.
- d. Attend and participate in staff meetings.
- e. Complete risk assessments/ incident reports
- f. Update relevant data as required to meet funding requirements.

Date: XX/XX/XX

Staff Member

Stefanie Allen

Signed: *Stefanie Allen*

General Manager

Brook Stewart

Signed: *Brook Stewart*