

Duty Manager: Crisis Accommodation

Section 1 – POSITION IDENTIFICATION

ENCUMBENT:	
POSITION TITLE:	Duty Manager - Crisis Accommodation
REPORTS TO:	General Manager
START DATE:	
AWARD & CLASSIFICATION	Community Services Industry Award

Section 2 – POSITION OUTLINE

This position of Duty Manager will be to carry out the functions of:

- Youth Support Worker,
- House Manager, and
- Hostel Administrator

in accordance with the established Policies and Procedures of Ebenezer Home in order to provide a safe and supportive environment for resident clients

Section 3 – DUTIES OUTLINE

Youth Support Worker

- Provide a duty of care to all resident clients when on shift
- Screening, intake, assessment & exiting of clients in accordance with Policy & Procedures
- Developing client Case Management strategies and Client Support Plans
- Maintain client case files on computerised SHIP Client Management System
- Conduct appropriate industry visits, outings and excursions for clients from time to time
- Manage client rent accounts to keep arrears to a minimum
- Other Youth Support duties as requested by the General Manager.

House Manager

- **Responsible for the running of the hostel as household**
- Supervise and maintain a regime of daily routines, meal times and domestic chores
- Other cleaning where needed
- Demonstrate and encourage responsible and economical use of electricity, gas and water.
- Management of the Ebenezer Home vehicle in accordance with the Vehicle policy
- Manage the provisioning for the household food and groceries and cleaning products

- Ensuring adequate security for the household. Locking up closing gates after hours.
- Ensuring gardens and grounds are kept neat and tidy and notifying admin of maintenance needs of the house or grounds

Hostel Administration

- Responsible for the day-to-day running of Ebenezer Home – Crisis Accommodation Hostel
- Answering phone calls and being the first point of contact for Ebenezer Home - Crisis Accommodation.. Providing alternative accommodation options to those whom cannot be accommodated. Recording Unassisted Persons records on SHIP
- Maintaining a cash account
- Providing reports to the General Manager as requested
- Supervision of Youth Worker, volunteer workers or students on placement
- Maintain and organise the hostel office and stationary needs

Section 5 – Terms of Employment

- Full-time work under the current shift roster system. Dayshift 9am to 4pm, Aft Shift 4pm to 9pm, Nightshift 9pm to 11pm; Sleepover 11pm to 7am; Nightshift 7am to 9am.
- Wages and conditions as per the **Community Services Industry Award Crisis Accommodation Worker Level ...**
- Salary Sacrifice agreement available (Salary Packaging)
- Employer paid Superannuation Guarantee of 9.25%

Section 6 – APPROVAL

1. The details contained in this document are an accurate statement of the duties and responsibilities of this position.

Signature: _____ **Date:** _____

General Manager

2. As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____ **Date:** _____

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