



POSITION DESCRIPTION

. Dress For Work Support Worker

Employment Status	Part Time Fixed Term 14 hrs/wk
Industry Award	SCHCADS Award Level 2
Reporting to	D4W Project Officer
Directly Supervising	Nil
Work Area	Canterbury-Bankstown, Inner-Sydney and Inner-Western Sydney areas
Office Location	Bankstown and as required to be present at other offices
Conditions	Employment for this position is subject to a Working with Children and Police check

Position Summary

Dress For Work™ is a free service that provides professional business attire to men who are unable to afford quality clothing. This helps them to make a good first impression at important appointments and job interviews.

The service aims to empower clients to become more independent and self-reliant, to facilitate their interaction and integration with the broader community, and to assist them with pathways into employment.

The Dress For Work Support Worker will provide support to the Dress For Work Project Officer in managing day-to-day operations across a wide variety of tasks, ensuring the smooth running of the service for clients, volunteers, supporters and staff.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Vision, Mission and Values	<ul style="list-style-type: none"> Working knowledge of Metro assist's vision, mission values; client requirements and the community context. General knowledge of administrative functions within the organisation, services and referral and partner agencies. General knowledge of the functions of other projects within the Tenancy and Financial Inclusion Team. 	<ul style="list-style-type: none"> Understands and articulates significance of Centre's Vision, Mission and Values; and follow organisational values in day to day work. Understands and articulates the significance of the DFW Program. Make effective contact across Metro Assist sites for program information and collection and dissemination. Feedback from client surveys and stakeholders is positive. 	Not applicable
Practices / Safety / Standards	<ul style="list-style-type: none"> Adheres to and can articulate Metro Assist policies and procedures, service delivery standards, staff conduct, code of ethics and all relevant government legislation (eg WH&S) and relevant standards. Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. Ensures the security and protection of information assets under the custody. 	<ul style="list-style-type: none"> Is conversant with Metro Assist's policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice. Feedback from clients and stakeholders. Attendance to security awareness training and prompt follow up on ISM improvement instructions. Reports and responds to any suspected or actual security breaches. 	

Leadership/Teamwork	<ul style="list-style-type: none"> • Able to work with minimal supervision and escalates issues as appropriate. • Works collaboratively across Metro Assist and with other external partners and agencies. 	<ul style="list-style-type: none"> - Adheres to services timeframes and makes timely responses to team issues. - Feedback from partners and within services; and Metro Assist Team Manager. - Demonstrates initiative and participates in team problem-solving. 	
	<ul style="list-style-type: none"> • Participates in providing solutions to problems associated with specific areas of responsibility. 	<ul style="list-style-type: none"> - Attendance and contribution to team meetings and other regular meetings of relevance. 	
Continuous Improvement	<ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation/processes. • Participates and contributes to the development of innovative approaches to client service delivery. • Identifies problems in relation to client service delivery and able to identify the consequences in relation to service delivery, and seek appropriate assistance. 	<ul style="list-style-type: none"> - Identifies and recommends changes to procedures, protocols and work systems. - Contributes to discussions around client service practices and trends. - Attends training and workshops and keeps work knowledge up to date. - Feedback from staff and stakeholders. 	

Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Deals regularly and promptly with correspondence, email and telecommunication enquiries from partners; clients; suppliers or external organisations. • Able to resolve conflict with assistance where required. • Uses positive engaging techniques while dealing with partners, clients and staff. Deals with emerging crises without escalating the situation and seeks more experienced support where necessary. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> - Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. - Is aware of organisational protocols relating to partnership communication and conflict resolution and follows these when required. - Is able to show empathy and use assertive and listening skills while dealing with clients and staff. - Feedback from partners, internal and external stakeholders. 	
FUNCTIONAL RESPONSIBILITIES			WEIGHTING

Client Services	<ul style="list-style-type: none"> • Understands the principles of person-centre service delivery and the principles underlying the DFW Program. • Have a comprehensive understanding of the needs of clients from culturally diverse and indigenous backgrounds, disabilities and low levels of literacy. • Have a thorough knowledge of the DFW Program to assist clients and is able to follow guidelines autonomously. • Able to provide referrals to other services as appropriate. • Ensure clients have access to the Metro Assist complaints procedures. 	<ul style="list-style-type: none"> - Adheres to timeframes identified in workplan. - Uses good listening skills to ensure that the information needs of clients and referring organisations are met. Ensures that the DFW Program is accessible to clients, and is provided in a safe, friendly and supportive environment. Adheres to the guidelines for the DFW Program. - Has Capacity to undertake interviews and assess clients' applications to ensure compliance with program eligibility. Has demonstrated capacity to communicate to other staff and agencies the criteria and guidelines for the DFW Program. 	
Compliance/Reports	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. 	<ul style="list-style-type: none"> - Provides timely and accurate case notes and data entry to the DFW Project Officer as required. - Informs DFW Project Officer of issues as they arise and/or during supervision sessions. - Feedback from staff and other stakeholders. 	

Business Communications	<ul style="list-style-type: none"> • Prepares accurate case notes. • Liaises and participates in discussions with staff and external agencies at all levels. 	<ul style="list-style-type: none"> - Responds in a timely and efficient manner to emails, memos and correspondence. - Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). - Feedback from staff and stakeholders. 	
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	<p>As part of the growth of DFW the following specific duties have been assigned:</p> <ul style="list-style-type: none"> • Manage and maintain stock levels of clothing • Update and support the clients booked into the fee for service (fitting sessions only) • Organise the clothing for Empowerment Programs • Supervise volunteers on site to enable the completion of the required/allocated tasks 	<ul style="list-style-type: none"> • Ensure the DFW stock is maintained for daily operations and advise supervisor on any low stock items • Ensure a clean show room and demonstrate a high degree of professionalism in service to all clients who access the fitting service • Ensure the smooth and timely completion of all Empowerment Program fitting sessions • Report to the supervisor, any issues or concerns with regards to volunteers or if additional assistance is required to maintain a high quality service 	

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO April 2025

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities, and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____