



Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Support Worker	Department	Community Programs
Location	South Australia	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	December 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	3	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0078237

Position Summary

The Support Worker - Intensive Family Support will contribute to enabling place-based operational goals and work plans and provide direct service delivery support by adopting the Red Cross place-based approach. This approach aims to build capacity and resilience of community members; empower communities to take responsibility for their futures; share with other organisations to increase collaboration and transform systems and structures to remove barriers.

Under the Child and Family Reforms, Intensive Family Support services take a single case plan approach to working with families experiencing multiple and/or complex needs and actively collaborate with other agencies to ensure families get the services and support they need to achieve their case plan goals. Collaborative case management is used when a family requires support from more than one agency to respond to multiple, complex and/or interrelated needs.

The Support Worker will primarily support the delivery of relationship based, intensive case work and provide practical assistance. The role will also be required to provide program delivery to support families and their children; and provide information to clients about other available support as appropriate. The role will operate from a strengths based and capacity building framework and ensure that standards and principles that promote Family wellbeing, human rights, participation and client/consumer choice form part of their approach.

The position will ensure accountability to clients, stakeholders and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of is in line with organisational standards. Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

Position Duties

Key responsibilities/accountabilities

- Support the delivery of intensive case management for families who are experiencing multiple and/or complex challenges
- Support the engagement of hard to reach families through rapport building and relationship development
- Support the development and monitoring case management plans for each family, which detail achievable goals and collaborative responsibilities

- Ensure families are provided with a range of information and options to meet their goals and engage meaningfully in the community
- In collaboration with the Team Leader and Lead Case Managers, liaise with referral agencies to ensure a holistic approach in service delivery for families and their children
- Undertake timely and accurate completion of all administration tasks including case notes and files that meet standards and policy requirements
- Ensure an open, positive, respectful and constructive style of communication in all interactions
- Develop and maintain relationships with clients, family contacts, referral agencies and the general community through effective liaison and communication

Humanitarian Placed Based and General Activities

- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- Undertake regular analysis of patterns of access for families and ensure that this is provided to senior management to inform service planning
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints

Administration

- Assist with the timely and accurate completion of all administration including case notes and files - Maintain clear and thorough written documentation on client matters including risk assessments, case reviews and exit summaries.
- Support the Team Leader to maintain the appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Actively participate in Red Cross performance-development programs and engage with line management in development, implementation and review processes
- Perform administrative tasks using MS Office and Apple computers as required.

Key relationships

- Child Safety

Person Requirements

Key Behavioural and Technical Capabilities

- The ability to build rapport, establish positive and constructive relationships with clients, case managers and liaising with vulnerable families
- The ability to assist in identifying problems and support the development of effective solutions in order to achieve positive outcomes within a case management framework

- Understanding of the importance of engaging in reflective practice and continuous improvement to consistently assess and build on skills and competencies
- Well developed verbal and written communication skills including the ability to capture clear, accurate and informative Case Notes that meet quality standards
- Strong communication, negotiation and interpersonal skills.
- Demonstrated time management and organisation skills to ensure individual and team targets (KPIs) are met.
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated experience in managing personal and professional boundaries in a community services setting
- Ability to perform all aspects of the role in a humanitarian and client focused way
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team

Experience

- Demonstrated experience working in family programs, and the desire to learn the skills required to work with families with complex needs, including those experiencing Domestic & Family Violence or those who are engaged in the Child Protection system
- Demonstrated experience in maintaining strong and effective partnerships with community groups, service providers and other key stakeholders to facilitate client outcomes
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities

Qualifications

- Degree, Associate Diploma, or relevant Certificate and experience in human services or relevant experience and expertise attained through previous appointments/services and /or study

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Influenza Vaccination	No

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.