

Position Description

Title	Community Connector and Case Support Worker
Business unit	Out of Home Care, CYF
Location	185 Baillie Street, Horsham VIC 3400
Employment type	Full time, ongoing
Reports to	Team Leader Kinship, Leaving and TCP

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Better Futures Community Connector will identify pathways, resources and relationships within the community that can support young people to realise their aspirations, develop their strengths and achieve their goals. This role will be key in creating links between young people leaving care and their communities. The Community Connector will support Development Coaches from Better Futures providers (Uniting Wimmera, Ballarat Group Training) as a secondary consult to create and foster community connections. This role will involve networking, building relationships, collaborating, and educating Wimmera South-West service providers and the greater community.

The role will also support our Kinship and Foster teams with information sharing, support work and case management tasks. This will include undertaking assessments and the provision of support to children/young people, their families and carers, and ensuring they are linked into community-based support services.

2. Scope

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Budget:

Nil

People:

Nil

3. Relationships

Internal

- Better Futures Development Coach
- All Child, Youth and Families staff
- All Uniting workforce
- Uniting Leaders
- Team Leader Kinship, Leaving and TCP

External

- Better Futures Development Coaches (Wimmera South West)
- Better Futures Community Connectors state-wide
- Children, young people, and their families
- Department of Families, Fairness and Housing (DFFH)
- Government funding bodies and contracting organisations
- Training and educational organisations
- Service providers, advocates, and other support services
- Community members
- Other stakeholders and service providers

4. Key responsibility areas

Service delivery

- Leverage existing local networks and resources, and broker new relationships within the community (government, community, business, philanthropic) to create diverse and sustainable pathways and opportunities for young people leaving care.
- Support and build the capability of key stakeholders in the care system to link young people with community resources and opportunities that assist young people to realise their strengths and achieve their goals.
- Improve a young person's social capital by creating informal connections and opportunities outside of the service system.
- Foster a sense of community ownership around issues confronting care leavers and promote a shift in the way community values young people leaving care, from service recipients to valuable members of the community.
- Identify and support opportunities to connect young people to community mentors.
- Co-create and implement the Community Connections Directions Plan and document outcomes.
- Liaise with all stakeholders to support the evaluation of the Community Connector role through the creation of Directions Plans and Outcomes Reports.
- Build relationships and collaborations within a short time for the benefit of young people.
- Liaise with local partners to improve outcomes and community connectedness for young people leaving care.
- Assist with one off support of young people when the Better Futures Development Coach may be away for illness or holidays.
- Develop, facilitate and share opportunities within the community to ensure that young people aged 15-21 years with a care experience gain access to these opportunities to participate in their independence.

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- Liaise with CREATE Foundation to develop a peer-to-peer capacity building model to ensure that youth voice informs implementation of the Better Futures program. Create and facilitate a local Youth Advisory Group (YAG).
- Understand the impacts of disadvantage and adversity on young people.
- Understand and utilise the Advantaged Thinking framework or similar theories. Champion an approach that young people as assets across our local community with a focus on what they can do - not what they can't.
- Support case management services for children and young people to support the achievement of desired outcomes in the context of their individual needs/case plans.
- Support case management services to meet all relevant performance and outcome indicators to a high level.

Administration

- Develop and work to a Community Connections Directions Plan.
- Implement actions from the community connections project.
- Document and create an Outcomes Report in relation to the Directions Plan.
- Create an Outcomes Report detailing achievements and progress to the planned areas of the community connections Directions Plan.
- Fulfil program requirements regarding case records, statistics, tracking and other data gathering requirements, including the use and maintenance of records.

Quality and risk

- Contribute to strategic and operational planning including long term planning to improve services and outcomes.
- Provide services and abide by all program requirements and responsibilities according to the Out of Home Care guidelines, uniting policies and procedures, DFFH policies and practices, and in accordance with relevant legislation.
- Create and maintain risk assessments for Community Connector lead activities and mentoring activities.

People and teams

- Value diversity in teams and support team members.
- Attend and contribute to all team meetings.
- Contribute to creating a positive team environment, support team members, openly share information, and participate and contribute to team discussions respectfully.
- Promote and maintain a positive, respectful, and enthusiastic work environment.
- Ability to work independently and actively as part of a team.
- Display initiative and accountability.
- Prepare for and undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Attend mandatory and optional trainings, as directed.

Communication

- Maintain comprehensive professional case notes, reports, client files and records, including data collection according to program and statutory requirements, ensuring timelines for completion are adequately met.

Relationships

- Develop and maintain effective working relationships with key stakeholders including clients, families, community service organisations, relevant professionals, and government agencies.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Diploma of Community Welfare Work or related discipline, or less formal qualifications with significant industry experience. (Desirable but not essential)
- Current driver's license. (Mandatory)

Experience

- Working with young people with an Out of Home Care experience.
- Working effectively in a care team situation and the ability to manage complex relationships and interactions.
- Demonstrated interest in and ability to work with children and young people.
- Experience in working with traumatised young people.
- Experience in facilitating and leading group work with young people.
- Understanding and experience working with child safe practices and risk management strategies.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment, and ability to work as a positive member of a team.
- **Achieves results:** Focused on optimal outcomes for clients, outstanding case management and case work skills, comprehensive assessment skills, and ability to liaise with families, carers, and professionals.
- **Professionalism:** Execute day-to-day activities in a positive, professional, and enthusiastic manner.
- **Culturally aware:** Value diversity.

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- **Client focused:** Prioritise needs of clients.
 - **Communication:** Excellent verbal and written communication skills.
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: