

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Worker	Department	Community Programs – Services Portfolio
Location	Rockhampton	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	February 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

### • Position Summary

Reporting to the Team Leader – Intensive Family Support, 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 placed-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 Responsibilities**

### **Key Responsibilities**

- 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

### **Key Responsibilities –team member**

#### ● **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.

## • Position Selection Criteria

### Technical Competencies

- 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
- 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 organization 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
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team

### Qualifications/Licenses

- Degree, Associate Diploma, or relevant Certificate and experience in human services or relevant experience and expertise attained through previous appointments/services and /or study
- A Working with Children check is a mandatory requirement for this role
- Current and Valid Australian Drivers Licence
- Knowledge of / experience in not-for-profit human service sector is desirable

## Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
  - Appreciates the diversity of Red Cross' people and clients. | Considers the impact of works and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledged others thoughts and feelings
  - **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
  - Asks the right question to get information | Checks data for relevance, accuracy and completeness | Gathers data to diagnose a problem | makes evidences based decisions
  - **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**
  - Applies knowledge and skills to achieve outcomes | Operates objectively and calmly to achieve outcomes. | Pursue goals with tenacity
  - **LEAD | Self Development | Demonstrates a commitment to self development**
  - Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | Actively pursues and takes advantage of training and other developmental opportunities
  - **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
  - Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support
- **General Conditions**

All Red Cross staff and volunteers are required to:

Adhere to the 7 fundamental principles of Red Cross:

**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**

Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct.

Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way.

Comply with the Work Health and Safety management system.

Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements.

Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements.

Assist the organisation on occasion in times of national, state or local emergencies or major disasters.