

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | Case Worker, Birth Family Advocacy Support Service | Department | Birth Family Advocacy Support Service |
| Location | Garran, ACT | Direct/Indirect Reports | Up to 10 Volunteers |
| Reports to | Manager, Birth Family Advocacy Support Service | Date Revised | 15/02/2019 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 4 | | |

■ Position Summary

The Birth Family Advocacy Support Service Case Worker is responsible for providing information and advocacy support to families engaged with the Service, and supporting a team of volunteers. This service supports Birth Families with a diverse range of cultural backgrounds where there are children and young people at risk of or who have entered the care system. Elements of the role include direct client support, stakeholder engagement, and volunteer leadership.

■ Position Responsibilities

Key Responsibilities

- Provide information and advocacy support to birth families involved with Child and Youth Protection Services and the Children's Court
- Support birth families in preparing written materials
- Develop and maintain collaborative relationships with relevant stakeholders
- Provide leadership to the volunteer team
- Volunteer recruitment, screening and training
- Contribute to Service reporting

■ Position Selection Criteria

Technical Competencies

- Minimum 2 years' experience working with parents and families involved with Child and Youth Protection Services, and a demonstrated understanding of their needs
- Specialist knowledge and experience of child protection law and practice, local policies and procedures
- Strong Aboriginal and Torres Strait Islander cultural awareness
- Demonstrated skills and understanding in working with Aboriginal and Torres Strait Islander families
- Ability to listen, counsel and relate to families in a non-judgemental and culturally sensitive manner
- An awareness of your own value base
- Highly developed empowerment, problem solving, written and verbal communication skills, including ability to communicate in a confident, assertive, and non-aggressive manner and ability to manage conflict
- Organisational, administrative, record management skills

- Experience working within a Community Development Framework
- Capacity to work within a strengths based approach and apply trauma informed practice principles
- Willingness and ability to support the Fundamental Principles of the Red Cross Movement

Qualifications/Licenses

- Relevant tertiary qualifications, or equivalent experience, in Community Services, Social Welfare, or similar
- Relevant work experience
- Current drivers license
- Ability to satisfy a police check and obtain an ACT Working with Vulnerable People Card with no conditions

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ 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 5 years thereafter. Police check renewals may be required earlier than 5 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