

SUPPORT WORKER POSITION DESCRIPTION

TARGETED CARE PACKAGES

EASTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Targeted Care Packages Support Worker
Program	Targeted Care Packages
Classification	SCHADS Award Level 3 (Youth Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Casual
Duration	Casual
Location	Based at Lilydale and working across various locations in the DHHS Eastern Region
Reporting Relationship	This position reports directly to Targeted Care Packages Key Worker and their Team Leader, who in turn report to the Program Manager.
Effective date	July 2019

Overview of program

Target Care Packages (TCPs) are creative and innovative placements developed around specific children / young people aged 0-19 years incorporating all aspects of support and brokerage required in order for them to successfully transition out of residential care to any alternative form of placement where their needs will be better met. TCPs are designed to provide holistic support to children / young people, their family, carers and others through a care team model, across the service system. By their nature, TCPs are designed to sit outside of traditional program boundaries.

Position Objectives

The Targeted Care Packages Support Worker will support children / young people and their carers and / or families. The objectives of the position are:

1.	To provide high quality support to children / young people who are supported by Targeted Care Packages.
2.	To achieve better outcomes for children and young people in out of home care or upon reunification with family by acting as part of a creative, flexible suite of supports to children / young people, volunteer care givers and families.
3.	To actively and collaboratively participate in a care team approach.
4.	To participate in the development of high quality support strategies for clients and ensure adherence to the relevant DHHS Registration Standards and Anglicare Victoria Policies and Procedures.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Provide support functions in line with the case plan for children / young people and their carers, including direct engagement and work with the child / young person, their family and / or carers in a supportive, inclusive and respectful manner.
2.	Actively participate in care teams
3.	Support the caregivers of children / young people in order to sustain healthy, therapeutic placements for the child / young person in their care.
4.	Maintain case records and electronic client database as directed and report to the appropriate Targeted Care Packages Case Manager, Team Leaders and Program Manager regarding the child / young person's progress and monitor and report on the impact of the package.
5.	Participate in program implementation and review as well as and the implementation and monitoring of quality assurance measures and / or outcome measures within the program, including the development of quality assurance, quality improvement and / or outcome measurement frameworks for clinical service delivery.
6.	Ensure compliance with DHS Standards for Registration of Family and Community Service Organisations with regard to requirements for Home Based Care services, the Quality Assurance Strategy for out-of-home care services (QAS), other relevant standards and policies according to the placement type in which the child / young person is living.
7.	Provide a culturally sensitive service that is responsive to the needs of Aboriginal young people and those from diverse cultural backgrounds.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	1. Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care). Alternatively a relevant tertiary qualification which is recognized under the Residential Care Workforce Training Initiative (see appendix 1), and a willingness to undertake top up training to meet the qualification requirements of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
	2. Resilience to work with and support clients who have been exposed to trauma.
	3. Ability to engage with, build rapport and respond creatively to the needs of children and young people from a variety of backgrounds and with a range of challenging behaviours.
	4. Ability to develop and implement support plans for children and young people in out of home care, amidst a range of competing demands.
	5. Ability to support families, respectfully introduce new parenting strategies, model therapeutic responses to challenging behaviours and supervise carers.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____