

# COMPLEX DISABILITY SUPPORT WORKER POSITION DESCRIPTION

## ST LUKES BENDIGO

**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

<b>Position</b>	Family Support Worker
<b>Program</b>	Complex Disability Support Worker
<b>Classification</b>	SCHADS Award Level 5 (Social Worker Class 2) St Luke's Collective Agreement 2008 Level 5 (Social Worker) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	End of June 2021
<b>Location</b>	Bendigo office
<b>Reporting Relationship</b>	This position reports directly to Team Leader
<b>Effective date</b>	October 2020

## Overview of program

Child and Family Services in the St Luke's Region consist of a range of programs that provide support to families who have dependent children 0-18 years and experience vulnerability. These services include; Complex Disability Support, Family Services, Changing Futures and placement prevention programs such as parenting Assessment & Skills Development Service, Stronger Families and Families First.

Families with children living with complex disability support needs are more likely to experience higher risk of stress, exhaustion, poor physical and mental health, social isolation and financial difficulties compared to other families. The cumulative factors makes these families more vulnerable to carer breakdown, requiring an alternative care arrangement for their child.

The Complex Disability Family Support role, works alongside families where children with a disability are at risk of requiring care to provide early help. The family worker will work in partnership with the family in a child-centred, family focused way, providing proactive outreach, with a strong focus on working closely with stakeholders to achieve positive outcomes.

Families are allocated to the program through consultation with the Principal Disability Practice Advisor (PDPA), who will provide a secondary consultation role to optimise NDIS supports and potential referral into the NDIS Complex Pathways team.

## Position Objectives

1.	To represent the agency with integrity and promote and uphold the agencies values.
2.	Provide quality interventions and services that focus on outcomes to families experiencing vulnerability and the safety and wellbeing of children.
3.	To prevent and/or reduce the rate of children entering the child protection system and/or out of home care.

**Key responsibilities** are as follows but are not limited to:

1.	To help parents navigate the NDIS, advocating for plans that contain parenting and disability supports that will help maintain the sustainability of care or support family reunification, where possible.
2.	Support the continuation of the relationship between children and their family's when they are in care, and continue to build family capability with the aim of maximising the potential for the child to return home, where appropriate
3.	Actively engage children, young people and their families [including those who may be resistant]; through flexible and responsive outreach visits.
4.	Undertake regular risk and needs assessments and case management; utilising the Best Interest Framework and other contemporary frameworks and theories - focusing on the safety, stability and wellbeing of children and young people in their family home.
5.	Make an active commitment to the development and maintenance of a learning environment and cohesive multi-disciplinary team; through staff meetings, team meetings, staff development, supervision and reflective practice.
6.	Develop good working relationships with Aboriginal & Torres Strait Islander services, families and communities; to ensure stronger outcomes for aboriginal children and young people.
7.	Work within a collaborative care team approach with relevant stakeholders, including Specialise Services, Child Protection and Aboriginal Organisations, to promote best outcomes for client.
8.	Support the continuation of the relationship between children and their family's when they are in care, and continue to build family capability with the aim of maximising the potential for the child to return home, where appropriate


9.	Ensure an integrated service system for all families across child and family services; supporting other programs at times of high demand.
10.	Fulfil program agency, program and/or funding obligations in relation to; case load requirements, targets, case recording, data collection and where appropriate providing the families with flexible service delivery hours [this may be outside normal business hours].
11.	Build the ongoing capacity of family services practitioners to provide the specialist support required for families with children with a complex disability.
12.	To strengthen the understanding of the broader family services teams in relation to the NDIS; to ensure timely access to disability supports.
13.	Adhere to the Code of Conduct and other relevant policy, practice guidelines and legislative requirements.
14.	Other duties as requested by the team leader or program manager.

## 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. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and / or related behavioural sciences at a degree level or associated diploma level with substantial experience in the relevant service stream.
	2. Resilience to work with and support clients who have been exposed to trauma
	3. Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the Best Interest Principles ' as outlined within the Children, Youth and Families Act 2005
	4. Sound understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
	5. Excellent written and verbal communication, time management and organisational skills.



## 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 two capability groups; **Personal Qualities and Relationship and Outcomes** (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 [click to select](#). 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: \_\_\_\_\_