**JOB DESCRIPTION**

Lived Experience Worker

# **ABOUT UNITING**

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

Over the past 20 years, Uniting NSW.ACT has developed significant expertise in working with young people as they transition from out-of-home care to independence. Our services use a strengths-based, therapeutic and community-oriented approach to support young people to access housing, education and employment.

Uniting is committed to ensuring that the voices of young people with experience of the out-of-home care system can play a significant role in the design and delivery of our services.

As a Lived Experience Worker, you will make a valuable and unique contribution in this space. You will use your firsthand knowledge of the out-of-home care system to provide advice and guidance in designing creative and participatory practice models for young people, and in helping advocate for change based on the real needs of children and young people.

You will share your perspectives, experience and ideas and those of other young people to drive service improvement and ensure young people’s voices are elevated across governance mechanisms, programs and practice at Uniting.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Research and Social Policy team , within the Social Impact and Advocacy Directorate, through the following:

* Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders
* Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
* Actively engage and participate in the performance management framework and review processes at Uniting
* Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
* Contribute to a culture of openness, feedback and productivity.
* Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
* Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Lived Experience Worker for the Youth Transitions portfolio, your role specifically will:

* Contribute to the governance of Uniting’s Youth Transitions programs through membership of Steering Committees (i.e. Youth Transitions Steer Co, Foyer Central Steer Co) by providing critical and unique insights based on lived experience.
* Support increased youth participation and youth voice in Uniting’s programs.
* Assist in the co-design of activities/projects that would benefit from the insights of people with lived experience – e.g. the development of new practice frameworks.
* Use your personal experience of the out-of-home care system to contribute to practice development and innovation – e.g. through membership of Uniting’s Child Rights and Participation Community of Practice.
* Demonstrate and act as an ambassador for the positive impact of Lived Experience Workers in the broader Uniting culture.
* Develop knowledge about each of the programs included in the Youth Transitions portfolio through site visits and discussions with staff (Foyer Central, PYI, Aftercare).
* Participate in recruitment processes (i.e. selection panels) for relevant Youth Transitions programs.
* Contribute insights to projects lead by the Child Rights and Participation Community of Practice – such as the Child/Youth Participation Guide, Child-friendly Code of Conduct, and the development of the Child/Youth Feedback and Complaints Guide.
* Identify and advocate for opportunities that align with your interests, and which would benefit from a Lived Experience perspective.
* Prepare appropriately for all tasks, based on the skills and knowledge developed during the induction process.
* Undertake all tasks in a respectful and professional manner.
* Engage in individual supervision with your manager on a regular basis, in order to develop your knowledge and skills.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Social Impact and Advocacy

**You’ll report to:**  **Principal Policy Officer – Victoria Flanagan**

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

No formal qualifications are required for this role. However, the successful applicant will need to have had personal experience of the NSW out-of-home care system.

**Experience:**

KEY RELATIONSHIPS:

* Ability to initiate and participate in supportive conversations that help young people feel listened to and supported in their care experiences.
* Capacity to build and maintain positive relationships with a broad range of Uniting staff and communicate your ideas effectively.
* You will also have the ability to acquire knowledge about the community and social welfare sector, particularly in relation to young people with an experience of out-of-home care.

PROFESSIONAL GROWTH & DEVELOPMENT:

* An interest in developing your expertise through leadership, advocacy and/or activism.
* Participate in professional development including self-directed learning and required training
* Role-model behaviour consistent with the Uniting values, Code of Conduct, while maintaining individuality and honour the diversity of young people and Uniting team members
* Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
* A desire to challenge yourself, try new experiences and step out of your comfort zone.

WORKING IN A TEAM:

* Ability to work alongside other team members on projects and ideas.
* Commitment to exploring and guiding others to understand issues that are important to you.
* Capacity to problem solve effectively, engage and work creatively with young people, coaches, case workers and/or other professionals within Uniting and externally.

PROJECT & TASK MANAGEMENT:

* Knowledge of multiple service systems (including OOHC/PSP, SHS, Housing) and the support that young people leaving OOHC/PSP require to transition to independence.
* Take ownership of, and work independently, to progress and complete tasks
* Manage workflow and prioritise tasks.
* Communicate any support required to advance and complete projects and/or tasks.
* Provide regular updates and engage in monthly checks-ins.
* Respond to phone calls, emails and other communication in a timely manner.

**OTHER REQUIREMENTS**

* Current Working with Children Check and National Police Check is required
* You may be required to travel interstate on occasion

*Please note that the responsibilities outlined in this job description might not be limited to what has been described. Since this isa newly created position, you might be requested to carry out other duties within your level of skills, capabilities and training.*

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| **Employee Name:** | Click here to enter text. | **Manager’s Name:**  **Title** | Victoria Flanagan  Principal Policy Officer |
| **Date:** |  | **Date:** | Click here to enter text. |
| **Signature:** |  | **Signature:** |  |