

Position title	Community Support Worker	Reference	CSW.RAMSS.DCS
Award & Classification	Social, Community, Home Care and Disability Services Award Level 4	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Program Coordinator
Location	Ludmilla Office	Program	Refugee and Migrant Settlement Services
Section	Darwin Community Services	Cost Centre	1950
Approved	Terry Cleary	Date	August 2016
Comment	This role will require working in a diverse range of settings including but not limited to, a person's home, community groups and other community settings, and a willingness to conduct occasional after hours work.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As a Community Support Worker you will provide culturally appropriate support and assistance to individuals and families who are humanitarian entrants or other migrants who have lived in Australia for less than 5 years. The Community Support Worker provides information, assessment, referral, advocacy, practical assistance, group work and case management using strengths based framework to meet the needs and build capacity of people to access mainstream services and fully participate in their community.

The Community Support Worker will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Diploma of Community Services or equivalent qualification and / or [3] of years experience in Community Services Sector. . If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Prior experience in implementing culturally appropriate case management practices within a settlement support framework, including an understanding of trauma and its impact.
2. Prior experience in developing group work materials and resources, and delivering workshops and information sessions to groups.
3. Sound knowledge and understanding of the requirements of people of different ethnic, cultural, linguistic and religious backgrounds as well as issues relevant to the settlement of migrants and refugees from non-English speaking backgrounds.
4. Effective networking skills - ability to work with local service systems to improve responsiveness to the client group.
5. Effective interpersonal, cross cultural communication and client advocacy skills.
6. IT literacy with proficiency in Microsoft suite of software programs and ability to learn new software applications.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Service Provision

Provide effective case management and group work

Responsibilities:

- Assist clients in identifying their own needs, and work with them through the provision of case planning and support, information, advocacy and referral to appropriate services.
- Design, coordinate and deliver community education activities and training aimed at promoting positive settlement outcomes for target groups.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Appropriately utilise interpreter services so clients receive accurate information and can make informed choices.
- Develop and provide innovative and flexible services and practices in response to changing client needs.
- Receive and respond to feedback and comments from clients to ensure they have the strongest opportunities for self-direction.

2. Accountability: Administration

Complete administration tasks, documentation, and data reporting in line with Anglicare NT policies and procedures.

Responsibilities:

- Maintain comprehensive client documentation, ensuring client data is recorded and client file records are up to date, in good order and filed correctly.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and client feedback

- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.

3. Accountability: Team Collaboration

Contribute to the overall performance of the team and organisation through communicating and interacting effectively with others.

Responsibilities:

- Actively contribute to the development, delivery and maintenance of a high functioning and responsive team to ensure high quality outcomes for clients and stakeholders.
- Promote and maintain a positive and collaborative work environment within the team.
- Identify opportunities to integrate and work collaboratively across teams and other programs.

4. Accountability: Stakeholder Engagement and Networking

Develop and maintain effective and collaborative relationships with key stakeholders in order to leverage support for client group.

- Establish and maintain a thorough knowledge of local services and relevant resources.
- Establish and maintain effective referral networks with relevant government and non-government organisations and other multicultural services, to ensure maximum service provision to clients
- Participate in relevant networks, meetings and working groups.

1. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).