

	Position Title: Records, Find & Connect Worker		Team: Open Place		Region: Central
	Supervisors: Manager Records and Coordinated Support	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) A	Date Completed: 3 September 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>2003/04, the Senate Community Affairs References Committee held an inquiry known as <i>Children in Institutional Care</i>. As a result, the <i>Forgotten Australians</i> report was tabled in the Senate.</p> <p>Open Place, the Support Service for Victoria's 'Forgotten Australians', is a partnership led by Berry Street in conjunction with a variety of community agencies working together to meet the needs of Forgotten Australians.</p> <p>This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The Records, Find and Connect worker:</p> <ul style="list-style-type: none"> • facilitates access to records relating to Forgotten Australians' time in care, including the location of contextual information such as school enrolments or hospital records to develop a greater sense of belonging and identity; • engages with Forgotten Australians to provide information and support throughout the search process and assists with reconnecting family members through family reunion funding; • provides supported release of records to service users (when requested) that is based on trauma-informed practice, compassion and respect; and • advocates for improved records access through collaborative and educative relationships with past and current record holders.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Open Place Office in Richmond. This role reports to the Manager Records and Coordinated Support who will provide supervision and review.</p> <p>This position is full time, permanent.</p>

KEY SELECTION CRITERIA	
<ul style="list-style-type: none"> • Commitment to working with disadvantaged community members, particularly adults who grew up in institutional care in Victoria. Sensitivity to the needs of these people, particularly in terms of the impact of separation from family. • Experience with facilitating access to records, family search/genealogy and/or records release. • Capability to develop and maintain program links and work collaboratively with Records Holders including the Department of Health and Human Services and past providers of Out of Home Care. • Understanding of State and Federal Privacy and Freedom of Information legislation. • Excellent written and oral communication skills, administrative skills and attention to detail. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A qualification in social work, community development or social science or demonstrated relevant experience, is mandatory. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances 	<ul style="list-style-type: none"> • Experience facilitating groups.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none"> • Ensure the environment and culture is respectful, honest and actively seeks to integrate Forgotten Australians input into service delivery. • Provide telephone, email and face-to-face information to persons seeking advice about accessing records held by past care providers. • Work collaboratively with past care provider agencies and DHHS to facilitate the release of records to Forgotten Australians in a client-focused, helpful and supportive manner. • Conduct records and family searches and provide a supported release of records to service users who request this service. • Participate in a largely telephone-based intake system and drop-in activities, as required. • Provide support to Forgotten Australians through monthly social support groups. • Establish and maintain an effective administrative system that keeps track of the status of applications for Records and Family Searches. • Respond to requests for assistance with family reunions.
Community/ Service Liaison	<ul style="list-style-type: none"> • Maintain active links with a wide range of services utilised by Forgotten Australians and their families. • Role model Berry Street's Values.

Program Accountability	<ul style="list-style-type: none"> • In collaboration with the Records, Find and Connect team members, implement practices, policies and procedures that ensure quality practice and program deliverables. • In conjunction with the Manager of Administration, ensure relevant and appropriate administrative program accountability procedures are adhered to. • Participate in regular and formal supervision with the Manager Records and Coordinated Support. • Ensure that all practices within the program are in accordance with relevant Berry Street policies and procedures. • Maintain accurate statistical data as required by Berry Street, DHHS and DSS and ensure such data is made available according to reporting arrangements, as required. • Participate in regular team meetings and professional development opportunities.
Confidentiality and Privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in accordance with Berry Street Policies and Procedures and Privacy legislation • Ensure case recording of client and family information is in line with Berry Street Policies and Procedures.
Advocacy and Communication	<ul style="list-style-type: none"> • Establish, maintain and nurture professional and constructive relationships with Forgotten Australian/Care Leaver advocacy and representative groups.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position is on a full time, permanent basis.
2. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
3. You will initially be employed at our Open Place office in Richmond. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to a maximum value of \$15,899 in line with our Salary Packaging policy.
5. The base salary for this position is SCHADS Level 5.1 at \$72,296.41 gross per annum under *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Work office hours with the possibility of extended hours.	Daily
	Work in an open plan office on the telephone for extended periods of time	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Rarely
	Perform 'on call' duties	Daily
People Contact	Work with clients who may have a physical or sensory disability, or mental health or substance abuse issues	Regular
	Liaise with government, non-government and community organisations	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Regular
	Facilitate access to specialist, generic and community services	Occasional
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular