



Position Description

Position Title	Goulburn Flood Recovery Support Worker (RSW)
Award/Agreement	As detailed in the Employment Agreement Classification dependent on qualifications and experience
Position reports to	Team Leader Goulburn Flood Recovery Services
Performance Review	A six month probationary period will apply to this position

Goulburn Flood Recovery Services acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders are the First Nations people of Australia.

Purpose

The Goulburn Flood Recovery Service incorporates a range of community services agencies across the region to provide outreach and relief support to those who have been impacted by the 2022 floods in the Goulburn region.

Role Summary

The RSW will form part of a broader team of support workers across Goulburn assisting people impacted by the 2022 floods. The RSW will facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals/family find it difficult to act on their own behalf to access services.

Key Performance Responsibilities

Service Delivery

1. Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief.
2. Conduct outreach to families/individuals that have been directly impacted by the floods through visits and or phone contacts or through contacts with families/individuals who come directly to the service.
3. Work closely with service partners to establish and maintain multi-service approaches that address individual plans.
4. To complete a comprehensive assessment of needs with the family/individual, that is then used to develop a plan of action.
5. Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
6. Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families.
7. Demonstrate ability to recognise and manage own emotions whilst managing a caseload of complex client needs.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Perform all work with a continuous improvement ethos
4. Understand and abide by all relevant policies and procedures

Key Selection Criteria

1. Good understanding of the needs and issues for people who are experiencing high levels of stress and a good knowledge of (or how to access) a range of generic and specialist service options available including health, welfare and educational services structure.
2. Well-developed interpersonal skills with the capacity to liaise effectively with a wider range of clients and service providers.
3. Significant work experience applying case management practises and techniques.
4. Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work in a high pressure and highly emotional environment. Sets high standards of performance for self and ensures effective follow through to achieve results.
5. Possess information seeking, analytical and conceptual skills with the ability to assess the needs of clients/families in order to develop and implement appropriate action plan/s and implement practical solutions in line with relevant policy and practice.

Qualifications

Essential

- Formal qualifications will include but not limited to Bachelor of Social Work, or Psychology or Diploma of Community Welfare Work and other health and community service qualifications relevant to providing a case management service.

Desirable

- Previous experience in Disaster Management.

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screen Check	Not required
Valid Victorian Drivers Licence	Required
COVID-19 Vaccination (minimum 2 doses)	Required

Employees who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check on commencement of employment

Other Information

Salary packaging offered within prescribed guidelines of the relevant agency.

All employees must take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

Goulburn Flood Recovery Service promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

Goulburn Flood Recovery Service is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.