

POSITION DESCRIPTION

Family Support Worker – Aboriginal and Torres Strait Islander -
Connected Families

SERVICE STREAM	Family Services
LOCATION	Choose from list
CLASSIFICATION	Level 3 - 4 - Mercy Family Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Choose from list

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This role is responsible for quality service delivery to children, young people, families and the community within Connected Families - an Intensive Family Support Service. This position will provide planned support to referred families, particularly Aboriginal and Torres Strait Islander families, with a view to supporting highly vulnerable families to become stronger, capable and more resilient, and improving their overall wellbeing.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • Facilitate and encourage culturally responsive services within the Connected Families program. • Work collaboratively with the Case Worker in relation to each family's individual circumstances. • Engage family members in a respectful manner that promotes dignity and

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KEY PERFORMANCE REQUIREMENTS

	<p>encourages self-determination at all stages of family engagement, including the assertive outreach.</p> <ul style="list-style-type: none"> • Liaise with the Caseworker to contribute to the development of the single case plan based on the needs and strengths of the family, (Greater Ipswich only). • Under the close case supervision and monitoring of the line manager, provide the lead practice role for the development of the single case plan based on the needs and strengths of the family, (TMBA only). • Apply the Qld Child Protection Guide, Practice Framework & Common Assessment Tools to assist the development of family-related assessments. • Support the delivery of group work educational and support activities and programs for parents and children. (Greater Ipswich only). • Implement practical in-home support to families to develop parenting knowledge and skills, and to improve family relationships, functioning and wellbeing. • Implement any other support tasks as allocated within the Single Case Plan and under the guidance of the Case Worker or Line Manager. • Maintain an up to date knowledge of community resources and work collaboratively with other service providers to ensure the needs of vulnerable families are met. • Consult with the relevant Case Workers and Family Support Workers in relation to all relevant cases. • Prioritise and manage tasks to ensure all client and program needs are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other

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	<p>organisational systems and the work environment.</p> <ul style="list-style-type: none"> • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS
Required to have
<p>Level 3</p> <ul style="list-style-type: none"> • Relevant qualifications (certificate or higher); or • Demonstrated experience in working with children and/or families in relation to complex issues. <p>Level 4</p> <ul style="list-style-type: none"> • Relevant qualifications (certificate or higher) in addition to significant experience in working with children and/or families in relation to complex issues. <p>Both Classifications</p> <ul style="list-style-type: none"> • To perform this role, it is essential that the person who holds the position be an Aboriginal person or Torres Strait Islander person and is therefore a genuine occupational requirement under section 25, 104 and 105 of the Anti-Discrimination Act 1991 (Qld). • A highly developed understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

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POSITION REQUIREMENTS

Required to have

- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's Licence.
- Ability to obtain positive notice in the legislatively required personal history check in line with service stream compliance requirements.
- Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

Beneficial to have

- Previous experience in strengths-based practice.
- Broad knowledge of safe parenting practices and child health/development.
- Adult education/training skills.
- Sound understanding and knowledge of the Queensland child protection system.

KEY SELECTION CRITERIA

1.	Maintain a well-developed professional framework (values, beliefs, knowledge, skills etc.) for working with vulnerable families, to facilitate positive change in the interests of safety and wellbeing of children.
2.	Demonstrated ability to communicate and connect sensitively with Aboriginal and Torres Strait Islander people, ensuring cultural safety and culturally appropriate support.
3.	Demonstrated ability to communicate effectively; including strategies for negotiating strong differences of opinion, and ability to write clear and articulate reports and correspondence.
4.	Demonstrated ability to work independently and within a multi-disciplinary team to achieve maximum positive outcomes for clients.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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