

POSITION DESCRIPTION

Youth and Family Support Worker – Foster and Kinship Care

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

OUR PURPOSE AND VALUES

Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services

Our Values underpin all responsibilities of this position and are based on the ethos and mission of the Sisters of Mercy Brisbane and are aligned with Catholic Social Teachings

MERCY ACCEPTANCE EXCELLENCE DIGNITY EMPOWERMENT INTEGRITY

POSITION PURPOSE

This role is responsible for providing support and activities to enhance children and young people sense of wellbeing, self-esteem and to model behaviour consistent with goals which have been developed as a result of individual child intervention plans.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and 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. • Contribute to the development of a responsive and innovative therapeutic intervention team that is able to meet the needs of children and young people • Facilitate links with social supports and networks which reflect individual identified needs • Identify needs and connect young people with culturally appropriate resource options in their local community. This is done in accordance with the intervention plan for the young person and as directed by the program coordinator. Caseworkers and/or counsellors will have informed the direction of the intervention plan. • Attend meetings with the other team members, foster carers,, parents, Department of Child Safety or other stakeholders as required for information sharing or case planning. • Transportation and support of children and young people in various activities

Approved By: Executive Director

Approval Date:	July 2016	Implementation Date:	July 2016	Review Date:	July 2018
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KEY PERFORMANCE REQUIREMENTS

	<p>or appointments that are identified as important to their development and growth.</p> <ul style="list-style-type: none"> • Provide written case notes in relation to contact with children and their families • 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. • 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 organisational systems and the work environment. • 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"> • Adhere to safe work practices at all times. • Implement systems to ensure a safe workplace for all staff and members of the public. • Report incidents and hazards immediately, in line with organisational procedures. • Take immediate action to address identified/reported workplace health and safety matters in line with the hierarchy of controls/organisational requirements.
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.

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Required to have	Beneficial to have
<p>Level 3</p> <ul style="list-style-type: none"> Relevant qualifications (certificate and higher) and/or 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 and higher) in addition to demonstrated significant experience working with children and/or families in relation to complex issues within a similar role. <p>Both Classification Levels</p> <ul style="list-style-type: none"> Demonstrated intermediate ability to use computer IT systems including MS Word and Excel. Queensland Provisional Green or above Driver's License. Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required. Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure. 	<ul style="list-style-type: none"> Previous experience in strengths-based practice. Broad knowledge of safe parenting practices and child health/development. Sound understanding and knowledge of the Queensland child protection system An 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.

KEY SELECTION CRITERIA	
1.	Demonstrated ability to work unsupervised with vulnerable children/young people, providing guidance, supervision and support within the MCS framework.
2.	Demonstrated ability to be a positive role model with children/young people, including engaging with children and young people and building appropriate relationships.
3.	Demonstrated interpersonal skills and the ability to produce clear, accurate and concise written case notes and reports, meeting pre-set timeframes.
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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