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| **cid:image005.jpg@01CCE7E5.003DF810** | **POSITION DESCRIPTION** |
| Position Title: | **Welfare Officer / Family Support Worker** | |
| **Department/Location:** | Mental Health and Wellbeing | |
| **Employment Status**: | Please refer to letter of employment | |
| **Reports To:** | Please refer to letter of employment | |
| **Direct Reports:** | Nil | |
| **Key Relationships/Interactions:** | **Internal:** Service Manager, Clinical Supervisor, Coordinators, Counsellors and Educators and Administrations Staff. | |
| **External:** Clients/Carers/Families, referrers, government departments, their approved providers, regulatory bodies, strategic and corporate partners, tertiary and vocational education providers. | |

**Position Statement / Overall Purpose**:

This role’s overall purpose within Anglicare Southern Queensland (ASQ) is to provide therapeutic assistance to individuals, families and groups with social, emotional and financial difficulties to improve positive wellbeing by educating and supporting them and working towards enhancing their community connectedness. The role of the Welfare Officer / Family Support Worker is to ensure the best interest of the individual client is central at all times and they are referred through to the most appropriate internal or external service. The role acts under the indirect/direct supervision of Clinical staff, Coordinators and Manager through established and approved processes, protocols, Care Plans, and Educational packages. Welfare Officers / Family Support Workers may work individually or as part of a team, and may be required to visit clients in their homes and attend evening/weekend community meetings and activities with Managers approval.

Welfare Officers / Family Support Workers should be able to communicate effectively with a wide range of people with a non-judgmental attitude, have good planning and organisational skills, have a sense of responsibility, be able to deal with conflict in stressful situations and have a commitment to human rights and social justice.

Welfare Officers / Family Support Workers will work in accordance with the values of ASQ and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Requirements & Qualifications:**

1. Certificate IV in Community Services or similar vocational studies deemed appropriate by ASQ (or willingness to obtain)
2. Hold and maintain a current National Police Certificate (or ability to acquire)
3. Current QLD Drivers’ Licence & own reliable vehicle
4. Current Positive Notice (Blue Card) for Child Related Employment issued by The Commission for Children and Young People and Child Guardian
5. Ability to work outside normal business hours at various sites within the region, as required
6. May be required to undergo evaluation and be assessed as able to meet the physical and functional requirements of the role

**Key Selection Criteria:**

**Essential:**

1. Demonstrated knowledge and experience with Microsoft Office software (Microsoft Word, Excel, Publisher and Microsoft Outlook), database applications and office equipment, together with the ability to learn, adpt to and implement new software programs.
2. Demonstrated ability to work within and follow established processes to positively engage with clients in a supportive role that enhances and empowers a client’s ability to create a positive life vision and establish goals through which that vision can be achieved.
3. Demonstrated ability to work in a child-focused and whole of family framework
4. Excellent verbal, written and interpersonal communication skills, including the ability to consult, advise and liaise effectively with a diverse range of people.
5. Ability to maintain confidentiality and apply sensitivity and a non-judgemental approach when dealing with clients and complex and/or sensitive personal matters.

Demonstrated high level ability to independently organise and manage a wide variety of tasks and activities to meet conflicting priorities and deadlines and achieve high quality work outcomes.

1. Ability to work independently and be responsible for exercising initiative in the application of established work procedures, and also working effectively within a team environment.

**Desired:**

1. Experience within a community services/not for profit or similar organisation.

**Key Accountabilities and Responsibilities:**

1. **Accountability: Service Delivery - Intake**

***Provide intake and initial assessment and referral services to all new clients of the Service.***

**Responsibilities:**

* Undertake initial intake assessments with all clients seeking access to the Service by a variety of mediums, including phone, online and face-to-face, in order to ensure eligibility for service provision within ASQ and/or warm, supported referral for service provision external to ASQ in accordance with service policies and guidelines and the Government’s “No Wrong Door” policy.
* Where clients are assessed as having complex or multiple needs, administer a thorough psycho-social assessment is completed and provide appropriate phone support to ensure that the client is referred to an appropriate service provider. Where appropriate, develop in consultation with the client a comprehensive and coordinated service plan that is based on their individual goals and needs. Provide phone support and guidance to the individual to work towards assisting them in meeting their needs, whether through appropriate internal referral to a Mental Health and Wellbeing or to an external service provider.
* Conduct client risk assessments and safety planning in accordance with service policies and guidelines.
* Maintain accurate and appropriate records, case notes, session forms, etc in accordance with service policies and guidelines.
* When necessary provide service in an outreach capacity i.e. at schools, home visits etc. in accordance with service policies and guidelines.
* Negotiate appropriate fees with clients in accordance with service policies and guidelines.
* Work within the quality assurance standards of ASQ and adhere to ASQ policy and legislative requirements, especially those relating to Family Law and FSP.

1. **Accountability: Service Delivery**

***Under the supervision of clinical staff provide therapeutic (non-clinical) services to assigned clients of the Service in accordance with approved care plans; education programs; etc.***

**Responsibilities:**

* Where clients have been assessed as having complex or multiple needs support the client in the attainment of their established goals and needs in accordance with their Care plan.
* Maintain active links with other services, internal and external to ASQ, which form part of the client’s service plan to ensure that the client’s needs are met.
* Working with the client, advocate for the client’s right to direct the nature and goals of services to be provided and the right to be offered choice of a high quality and standard.
* Working with the client, advocate to the Service Manager/Delegate where necessary for systemic change both internal and external to ASQ, in accordance with service policies and guidelines.
* Contribute to the development of client/community education packages/workshops.
* Under the supervision of clinical staff deliver approved client/community education packages/workshops.
* Maintain minimum case load in accordance with service policies and guidelines.
* Work in collaboration with statutory child protection agencies, Probation and Parole and other government and non-government agencies in accordance with service policies and guidelines.
* Assist in the preparation of Professional Reports i.e. case reports; court reports; progress and termination reports as directed by the Service Manager/Delegate.
* Conduct outcomes-based assessments in accordance with established service policies and guidelines.
* Under the supervision of clinical staff work with individuals, families and couples to increase self-awareness and knowledge of issues that impact on relationships and parenting.
* Facilitate skill development that will assist clients to achieve and sustain positive family relationships
* Maintain accurate and appropriate records, case notes, session forms, etc in accordance with service policies and guidelines.
* When necessary provide service in an outreach capacity i.e. at schools, home visits etc. in accordance with service policies and guidelines.

1. **Accountability: Service Context**

***Contribute to the continuous quality improvement of Mental Health and Wellbeing Services***

**Responsibilities:**

* Accountable for ensuring assigned service targets are met in accordance with service policies and guidelines.
* Actively participate in team meetings, supervision, professional development activities and training opportunities as directed by the Service Manager/Delegate.
* Prepare for adequately and participate in scheduled individual and group clinical and operational supervision sessions, and case conferencing meetings in accordance with service policies and guidelines.
* Develop and maintain a current awareness and understanding of service policy and procedure.
* Participate in the development of policy, service models, strategies and evaluation mechanisms to ensure quality outcomes in accordance with service policies and guidelines.
* Participate in data collection in a timely manner and in accordance with service policies and guidelines.
* Work collaboratively with other staff on action research, service planning and associated projects as directed by the Service Manager/Delegate.
* Maintain appropriate networks and attend network meetings on behalf of ASQ as directed by the Service Manager/Delegate.
* Provide reports and updates to Services Manager, as required.
* Participate in performance appraisal in accordance with service policies and guidelines.
* In accordance with service policies and guidelines, report on any serious matters or issues concerning clients, client activities or other activities/events that may now or in the future impact on the safety of a client/persons in their care or safety of another person/staff member and/or the reputation of ASQ.

1. **Other Duties and Requirements**

* Do not, during or after employment, disclose information relating to residents, clients and staff of Anglicare or damage the reputation, viability or profitability of Anglicare services;
* Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.