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| **POSITION DESCRIPTION** | |
| **Position Title:** | Support Worker, Cultural (Identified) |
| **Service/Facility/Department:** | Children & Families |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Service Manager, Coordinators, Case Workers, administration staff and clients of the service (including children, young people, families and foster & kinship carers |
| **External:** External agencies and government departments as per delegated responsibilities |

**Position Statement / Overall Purpose**

The overall purpose of the Support Worker, Culturalis to support practical service delivery to clients.

The Support Worker, Cultural will work across multiple programs, delivering practical supports to clients in line with their individual intervention, support or care plans. There will be a strong focus on supporting non-Indigenous foster carers and staff to better understand the needs of Aboriginal and/or Torres Strait Islander children in care and to respond in a holistic way that considers family, spiritual, community and individual needs. The successful applicant will work in close partnership with our Child Safety service centres to achieve the young person’s cultural plans. They will also assist other team members to better understand the complexities of working with Aboriginal and Torres Strait Islander children and families and support them toward the best outcomes for our young people in care and at risk. This dynamic role will comprise an element of office based work, as well as in home support and outreach services.

The Support Worker, Cultural will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* It is a genuine occupational requirement of this role to identify as Aboriginal and/or Torres Strait Islander, under S25 of the Anti-Discrimination Act 1991 (Qld)
* Current Blue Card
* Current Licensed Care Service (LCS)
* Current Queensland Driver Licence
* Current First Aid Certificate and CPR Certificate (desirable)
* Certificate IV (minimum) in the areas of Child, Youth & Family, Community Services, Youth Work or similar.
* Degree qualification in Human Services or working towards a degree (desirable)
* Knowledge of the *Child Protection Act, 1999* (desirable)

**Key Selection Criteria**

* Demonstrated ability in providing support services to vulnerable children and families with an understanding of the impact of statutory systems on Aboriginal and Torres Strait Islander communities and the outcomes for individual children.
* Ability to implement culturally sensitive intervention strategies into families caring for children at risk and/or in statutory care.
* Demonstrated ability to work in partnership with other team members in relation to Aboriginal and/or Torres Strait Islander children in care including the ability to manage time effectively and work collaboratively as part of a multi-discipline team.
* Willingness and enthusiasm to work in partnership with statutory child protection and other services with a view to best outcomes for children, young people and families in the child protection system.
* Demonstrated well developed communication skills (interpersonal, verbal and written) including the ability to understand and follow instructions, comprehend Care Plans and document and maintain complex information and records.
* Ability to work from a trauma-informed framework with a sound understanding of child development and behaviour, particularly as affected by trauma.

**Key Accountabilities and Responsibilities**

1. **Accountability: Connection of Aboriginal and Torres Strait Islander children to their country and culture \***

***Develop meaningful connection of Aboriginal and/or Torres Strait Islander children in child protection services to their family, community, country and culture.***

**Responsibilities:**

* Build relationships and work in collaboration with the child, family, foster carer, recognised entity, Department of Child Safety staff, Community Elders and other stakeholders to develop strategies to support children’s cultural plans for each Aboriginal and/or Torres Strait Islander child in foster care.
* Implement a programme of culturally appropriate activities that will assist in quality community connection
* Where necessary support the Department to seek relevant kin and family supports for these children and undertake carer assessments of these families where requested.

\*For children in foster care, the role may involve working alongside foster carers rather than direct support to the child/children and all planning and activities will be with direct consultation with the relevant child safety officer from the Department.

1. **Accountability: Support of non-indigenous carers who are looking after Aboriginal and/or Torres Strait Islander children.**

***Promote the culturally appropriate care of Aboriginal and/or Torres Strait Islander children who are not in the care of their family/ local community***

**Responsibilities:**

* Build relationships with non-indigenous foster carers using a range of support strategies which could include support visits to carers, individual cultural awareness training, sharing information about the child’s family/country/community, and facilitating active involvement of the carer with the child’s community/relevant services in order to connect the child to their culture in meaningful ways.
* Identify gaps for carers in their understanding and knowledge of Aboriginal and Torres Strait Islander culture, history and impacts of this history and address these through development of a specific cultural support plan for non-indigenous carers.
* Review and update these plans on a regular basis to evaluate actions and ensure that the plan is meeting the child’s need.

1. **Accountability: Support team members and stakeholders (care team) to provide culturally sensitive and targeted services to children in care and at risk within our statutory systems**

***A care team will work together in strong partnership to implement the relevant cultural plan or journey for the young person and their family.***

**Responsibilities:**

* A key part of this role will be working alongside other team members, foster carers and key stakeholders (including Child Safety staff) to develop and/or facilitate plans that will best meet the children’s cultural needs and assist to connect them to family.
* Demonstrate strong facilitation skills, with the ability to negotiate and be creative in relation to possible scenarios and outcomes, whilst working within governance and legislative guidelines. It will also require the ability to develop strong partnerships, so that the best outcomes can be.

**4. Accountability: Quality Service Delivery**

***Provide high quality practical support for clients of the service***

**Responsibilities:**

* Provide a high standard of responsive support to all clients, in accordance with their individual needs and circumstances. Examples of practical supports this position may support clients with include:
* Transport
* Supervision of family contact
* Life skills support (e.g. budgeting, completing forms and applications, accessing services, learn to drive)
* Transitional supports (e.g. assisting clients to relocate, supporting children and young people through placement transition)
* Parenting skills development (e.g. routines, behavior support)
* In school support for children and young people
* Respect client confidentiality and privacy.
* Assist Case Workers with the development and implementation of tools and resources for practical and therapeutic interventions, training and group work.
* Assist Case Workers and Coordinators with the development and facilitation of events (e.g. group work, training and celebrations).
* Develop and maintain an understanding of community and government resources, programs and services relevant to client needs. Build relationships and work together with these services as appropriate (e.g. Department of Communities – Child Safety Services, Schools, other non-government services).
* Provide the necessary level of crisis intervention support commensurate with the position, and as directed by the Service’s leadership team.

1. **Accountability: Assist with Administrative Record Keeping**

***Provide administrative support to aid high quality service delivery and compliance with all legislative, licencing requirements and ASQ policy requirements.***

**Responsibilities:**

* Support the service to maintain accurate client information and records in accordance with Human Services Quality Framework, Out of Home Care Licensing standards and Anglicare policies.
* Provide practical administrative support to the service to ensure systems and processes support efficient and effective service delivery.
* Comply with the relevant incident and feedback guidelines, including reporting and recording requirements within prescribed timeframes.
* Undertake other administration tasks as required.

1. **Accountability: Professional Development and Continuous Improvement**

***Demonstrate a commitment to continuous professional development and continuous improvement.***

**Responsibilities:**

* Work within professional boundaries and in accordance within the limits of the relevant service agreements, as directed by the service’s leadership team.
* In consultation with the Service’s leadership team, set priorities, plans and organise work commitments in order to work effectively across multiple programs
* Continue professional development and maintain knowledge of current research and practice related to child protection.
* Participate in supervision with Coordinator, in accordance with relevant policies.
* Participate in annual performance and development review processes.
* Actively participate in quality improvement and continuous learning to assist in review of work practices.

**Other Duties and Requirements**

* Be willing and able to work flexible hours, including mornings, afternoon and evenings.
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.