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| **POSITION DESCRIPTION** |
| **Position Title:** | Support Worker, Family |
| **Service/Facility/Department:**  | Mental Health & Wellbeing |
| **Direct Reports:**  | Nil |
| **Key Relationships:**  | **Internal:** Anglicare managers and team members, MHW team |
| **External:** Government agencies and regulatory bodies; education providers; referrers; clients and their carers/families |

**Position Statement / Overall Purpose**

The overall purpose of the Support Worker, Familyis 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 will 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 Support Worker, Family 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**

* Current National Police Check
* Current Blue Card
* Current Queensland Driver Licence and own reliable vehicle
* Certificate IV or Diploma in Child, Youth & Family Intervention, Community Services or equivalent
* Ability and willingness to travel within the service region

**Key Selection Criteria**

* Demonstrated ability to work in a child-focused and whole of family framework
* Able to work within established processes and positively engage with clients in a supportive role
* Ability to maintain confidentiality and apply sensitivity and a non-judgemental approach
* Excellent verbal, written and interpersonal communication skills, including the ability to consult, advise and liaise effectively with a diverse range of people
* Organisational and time management skills, able to meet conflicting priorities and deadlines
* Capacity to work independently, use initiative and also be an effective team member
* Demonstrated knowledge and experience with Microsoft Word, Excel, Publisher and Outlook, and database applications

**Key Accountabilities and Responsibilities**

1. **Accountability: Intake**

***Provide intake, initial assessment and referral services***

**Responsibilities:**

* Undertake initial intake assessments via phone, online and face-to-face, in order to ensure eligibility for service provision
* For clients with complex or multiple needs, complete a psycho-social assessment, provide appropriate phone support and develop a comprehensive and coordinated service plan
* Conduct client risk assessments and safety planning
* Maintain accurate and appropriate records and case notes
* When necessary provide service in an outreach capacity at schools, home visits etc.
* Negotiate appropriate fees with clients
* Work within the quality assurance standards, policy and legislative requirements
1. **Accountability: Service delivery**

***Provide non-clinical services within approved care plans***

**Responsibilities:**

* Advocate for client rights to direct the nature and goals of services, and where necessary for systemic change both internal and external
* Contribute to the development and delivery of client/community education packages and workshops
* Maintain minimum case load and work in collaboration with statutory child protection agencies, Probation and Parole and other government and non-government agencies
* Assist in the preparation of case & court reports; progress and termination reports as directed
* Conduct outcomes-based assessments; maintain accurate records
* Work with individuals, families and couples to increase self-awareness and knowledge of issues that impact on relationships and parenting and assist with skill development
1. **Accountability: Service context**

***Contribute to the continuous quality improvement of the service***

**Responsibilities:**

* Ensure assigned service targets are met
* Participate in team meetings, supervision, professional development activities, training opportunities and performance appraisals
* Prepare for and participate in scheduled individual and group clinical and operational supervision sessions, and case conferencing meetings
* Participate in the development of policy, service models, strategies and evaluation processes
* Participate in data collection, research, service planning and associated projects as directed
* Maintain appropriate networks and attend network meetings
* Provide reports and updates as required
* Report on any serious matters or issues that may impact on the safety of a person or organsiational reputation

**Other Duties and Requirements**

* 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 manager 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.