

Relationships Australia[®]

NEW SOUTH WALES

PROJECT WORKER THE AFTERCARE RESOURCE CENTRE (ARC)

JOB DESCRIPTION

Position Description:	This position exists to provide leaving care and aftercare services to children and young people aged 16 to 25 who have been in out-of-home care for more than 3 months.
Reports to:	Team Leader/Centre Manager
Staff under direct supervision:	
Position Type	Various
Position Liaises with:	Centre Manager, Team Leader, other Relationships Australia (NSW) staff, key external stakeholders
Location:	Various

Core Responsibilities

- Provide support and assistance to clients who are leaving, or have left care
- Provide telephone referral, advice and information
- Effectively utilise brokerage funds to assist young people in their move towards independence
- Provide consultancy, information and resources to staff of government and non-government substitute service providers
- Work as part of a team
- Comply with Workplace, Health and Safety Act 2011 in line with the organisation's WH+S Policy and procedures

Key Tasks

- Provide quality case management, referral and information to young people and adults around their experiences in care.
- Actively make contact and work with young people on an outreach basis.
- Assist with the development and implementation of group work.
- Assist in the ongoing development of leaving care/aftercare resources.
- Provide consultation and resources to substitute care service providers to ensure each young person leaving care has an appropriate and workable leaving care plan.
- Work cooperatively within a team environment and work independently as required.
- Attend regular supervision.
- Provide reports to the Team Leader/Manager as required.
- Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and ensure compliance with relevant legislation and the organisation's Code of Conduct.
- Perform other duties/tasks as delegated by the Team Leader/Manager

Key Competencies

- **Clinical** – expertise around issues associated with out-of-home-care; can quickly establish rapport, respect and trust with clients; demonstrates a high level of professionalism and is able to maintain confidentiality; ability to self-care
- **Interpersonal and Communication Skills** – ability to promote the service in a range of forums and inspire confidence through the timely resolution of enquiries or work requests; be adaptable in difficult situations; demonstrate a high level of effective verbal and written skills in dealing with people at all levels including the skills to use information technology, Microsoft applications and data bases for communication, reporting, evaluation and data collection
- **Knowledge** – excellent knowledge of key issues related to leaving care/aftercare; understanding of the out-of-home-care sector in NSW; understanding of processes for records retrieval; knowledge of legislation relevant to the service
- **Advocacy** - confidently represent Relationships Australia in the community, promote our services and advocate for our clients' needs.
- **Teamwork** – works collaboratively with the Project Team to accomplish organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery.

Qualifications/ Experience

Essential

- Relevant tertiary qualifications (eg. Social Work, Psychology or other relevant disciplines), supported by relevant experience
- Relevant case management and clinical expertise
- Understanding of issues for young people who have lived in out-of-home-care
- Understanding of child protection issues and the substitute care sector
- Supervised experience working with at-risk young people
- Demonstrated experience working in an outreach environment
- Demonstrated group work skills
- Excellent interpersonal and communication skills – including verbal and written abilities
- Administrative and organisational skills including computer literacy
- Current C NSW Driver's Licence

Desirable

- Previous work experience of providing advocacy to access mainstream services such as housing, health and income maintenance