

<b>Position title</b>	Family Support Worker Intensive Family Preservation Service	<b>Reference</b>	FSW-IFPS-NHUL
<b>Award &amp; Classification</b>	SCHADS Award Level 3.1	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Program Manager IFPS
<b>Location</b>	Nhulunbuy	<b>Program</b>	Intensive Family Preservation Service
<b>Section</b>	Intensive Family Preservation Service	<b>Cost Centre</b>	insert cost centre/s
<b>Approved</b>	Deputy CEO, Ann Buxton	<b>Date</b>	insert date
<b>Comment</b>	Some after hours maybe required		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

As Family Support Worker you will provide culturally appropriate trauma informed practical support for vulnerable children and their families referred to the service from the **Territory Families** who have previous experienced abuse/neglect or trauma and who are engaging in behaviours that place them at significant risk for further harm. You will work directly with clients in a practical manner within the boundaries of an Individual Support Plan [ISP] to build on the strengths within the family and to encourage greater connection with family and community, encouraging positive decision making and the ability for the individual and the family, to self manage in a manner that promotes safety and wellbeing.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Certificate in Community Services or 2 to 3 year's experience in Community Services.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.

## KEY SELECTION CRITERIA

1. Commit to working in a culturally inclusive workplace and the principles and practices of cultural competence providing responsive services to the community.
2. Complete and maintain documentation in accordance with organizational policies and procedures, and the quality standard requirements of Territory Families.
3. Meet with the clients and take part in the assessment and ISP and to offer practical support to implement the ISP working with the awareness of the effects of trauma/ abuse/neglect has on the individual and the family.
4. Develop a sound working relationship with staff and other support programs operating in the community and with the staff at Territory Families.
5. Uphold the principles of Child Safe and Strength based approaches and apply these in your day to day work and practice.
6. Have strong communication and interpersonal skills including active listening, flexible attitude cultural sensitivity negotiating skills and a high level of discretion.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. Provide a strength based, culturally relevant service for families within the program's criteria

*The family support worker will provide practical assistance to the individual client and the family to develop their strengths and self mastery that will allow them to self manage areas in their lives that have been seen as requiring intervention and identified in the ISP e.g education, career and family.*

#### Responsibilities:

- Demonstrate assertive outreach strategies to effectively engage with vulnerable families that exhibit challenging and/or trauma related behaviours associated with child abuse, neglect or family breakdown.
- Undertake regular home visits offering practical assistance to allocated program participants and fulfil documentation requirements.
- Have an understanding of the Legislation requirements under which the service is provided.
- Develop an understanding of Domestic Violence and the impact it has on individuals and families.
- Undertake safety and risk audits in relation to individuals and families within the program.

### 2. Provide and maintain data collections in line with the responsibilities of Anglicare and the legislative requirements of Territory Families.

#### Responsibilities:

- The Family Support worker will have the ability to maintain client related documentation in relation to Case Management and data collection for both Anglicare and Territory Families requirements.
- Participate in Case Planning and reviews internally and with Territory Families.
- Have IT skills that would enable the family support worker to use emails, data collection systems and maintain case notes.

### **3. Provide active participation within the Intensive Family Preservation Service Team**

#### **Responsibilities:**

- Be an active member of the Intensive Family Preservation Team and the wider Anglicare organisation.
- Participate in the development of the ISP and case reviews internally and with Territory Families.

### **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- Be aware that this position requires frequent driving in the region.
- This is an active role requiring overall good health and involves interacting with energetic young people.
- This role requires some flexibility of hours and participation in the regional shared 24/7 On Call roster.

### **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).