

ANGLICARE NT

POSITION DESCRIPTION

Position Title:	Last reviewed:
Youth & Family Support Worker	June 2011
Position based in:	Position Type & Detail:
Ludmilla Anglicare NT HQ	Full time to end of June 2012
Program Title:	Reporting To:
Reconnect Palmerston & Rural	Program Manager Youth Homelessness Early Intervention
Work Unit/Program Cluster:	Comments:
Youth Early Intervention Support & Development Initiatives	Please note Position Description will be further refined as agency documentation is updated. No substantive change to content or tasks will be involved in this process.

1. AGENCY STATEMENT

Anglicare NT is a significant provider of culturally relevant community services across urban, rural, regional and remote areas of the Northern Territory. Quality client services and innovative capacity building activities are underpinned by Community Development principles. In line with Anglicare NT's vision we aim to make a sustainable difference in the lives of Territorians. Anglicare NT is a community services agency of the Anglican Diocese of the Northern Territory and a member of the Anglicare Australia network.

2. POSITION OBJECTIVE

Provide culturally appropriate and responsive direct support and assistance to young people aged 12 – 18 years (who have left the family home or who are at risk of early home leaving) and families based on agreed casework plans. Undertake group work, project work and community capacity building activities which strengthen the skills base of the target group and the early intervention capacity of the local service system.

3. PROGRAM OVERVIEW

Since 1999 Anglicare NT has provided high quality innovative Youth Homelessness Early Intervention Services to young people, families and the broader community in the Darwin, Palmerston & Rural and East Arnhem regions. These services are funded through the Australian Government Department Families and Communities, Housing and Indigenous Affairs (FACHSIA) Reconnect-Youth Homelessness Early Intervention Program. The primary objective of these services is *'improving the level of engagement of young people with family, education, training, employment and community'*.

The service operates using an action research and a well developed good practice framework, a signature aspect of these services is the level of innovation, flexibility and positive outcomes achieved through consecutive independent evaluations.

An information sheet and chart outlining this program cluster is attached.

4. SCOPE

The Senior Youth & Family Support Worker will:

1. Provide casework support services and assistance to allocated clients

2. Deliver information and group work sessions to young people and families
3. Maintain effective liaison with relevant external parties and relevant Anglicare NT staff.
4. Produce and provide required documentation and data
5. Comply with all legislative, funding and organisational policy and practice requirements
6. Maintain professional networks and further develop skills and knowledge set.

5. DUTIES AND RESPONSIBILITIES

5.1 Specific:

- i. Adhere to all relevant Federal and Territory legislation, contractual requirements, performance standards and funding guidelines.
- ii. Provide effective culturally appropriate solution focused assistance in line with agreed casework plans to individuals and families; ensuring their rights are acknowledged whilst fostering the development of self responsibility and self determination.
- iii. Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- iv. Maintain network of relevant government and non-government organisations and relevant private providers in order to support target group.
- v. Maintain comprehensive client and service utilisation related documentation, ensuring Reconnect data collection and client file records are up to date, in good order and filed correctly.
- vi. Contribute to the development of internally and externally required reports and responses to both self-evaluation and external evaluation processes.
- vii. Participate in Team and organisational communications such as email groups, scheduled staff meetings, planning and review days, and organisational events as required.
- viii. Work collaboratively with the Team to address any client complaints or service improvement requirements resulting from internal or external evaluation processes.
- ix. Participate in individual, peer and group supervision and performance appraisal processes as required.
- x. Maintain strong commitment to professional development and keep the an up to date training & development plan.
- xi. Represent the Team and Anglicare NT on internal and external bodies as required.
- xii. Complete timesheets, leave and higher duties requests within the specified time frames and in line with requirements.
- xiii. Acting higher/different lateral duties as required.

5.2 General:

- i. Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- ii. Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- iii. Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- iv. Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- v. Comply with Anglicare NT's OH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- vi. Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.

- vii. Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- viii. Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- ix. Actively participate in supervision, performance reviews, professional development activities and training as required.
- x. 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.

6. AUTHORITIES

- 1. Expenditure, Operational/Administrative, Personnel, Management and Legal – refer to current Delegation of Authority Document.
- 2. No. of persons supervised – Currently 0, however please note the position is graded at such a level as to allow for this or acting higher duties in the future.
- 3. Periodically assistance may be provided to students on field placements and/or new entrant employees gaining confidence/accreditation in their roles.
- 4. Professional or task supervision for students may occur within this role as long as the proposed supervisor meets the supervision requirements of the relevant educational institution.

7. PERSON SPECIFICATION

Anglicare NT works from a Strengths Based framework in the delivery of its internal and external services.

The role of the Youth & Family Support Worker requires a pro-active, effective, and resilient person who has demonstrable cross-cultural interpersonal and liaison skills and who can help clients get results in terms of addressing issues confronting them. The ability to enable clients to explore issues, determine appropriate actions and respond effectively to challenges is essential as is the ability to prioritise tasks and meet deadlines. We require a person who likes a challenge and a job with diverse tasks and can competently juggle client work, group work and community projects.

The person is expected to work in a business office environment and depending on organisational needs; there may be a requirement to visit other Anglicare NT premises or related business premises in order to conduct their role. The person may be required to work variable hours.

Essential Criteria

6.1 Qualifications

- i. Qualifications in a relevant social science/community service related area - desirable.

6.2 Experience, Skills and Knowledge

- i. Prior experience in casework and/or providing support to individuals and/or families under stress to identify practical and sustainable solutions to issues.
- ii. Ability to effectively engage with young people and adults.
- iii. High level of discretion and sound judgment with confidential information.
- iv. Ability to develop resources and deliver information sessions to individuals and groups.
- v. Demonstrated interest in and commitment to working with Indigenous and culturally and linguistically diverse communities.
- vi. Ability to work collaboratively with stakeholders on community projects of common concern.
- vii. Sound understanding of the personal, family, social and structural issues associated with youth homelessness, early home leaving and family breakdown.

- viii. Knowledge of relevant legislation such as the Family Law Act, Immigration, Child Protection, Domestic/Family Violence.
- ix. Ability to write reports and maintain comprehensive client related documentation.
- x. Computer literacy and the ability to use data collection systems.
- xi. Well developed planning, time management and organisational skills.
- xii. Ability to work independently and operate as an effective team member.
- xiii. Well developed interpersonal skills including strong liaison skills at all levels of an organisation.
- xiv. Commitment to OHS&W and sound knowledge of EEO.
- xv. Knowledge of the local service delivery system is desirable.

6.3 Licenses, Certificates or Professional Registrations (add other statements as required)

- i. First Aid Certificate or willingness to obtain within 3 months.
- ii. Working with Children Clearance (Ochre Card)
- iii. NT Manual Drivers Licence

8. ACKNOWLEDGEMENT OF AGREEMENT

After discussions with the Executive Manager or delegate I agree that:

- 1. This Position Description and attachments are an accurate and fair description of the role.
- 2. I understand the expectations and requirements of the position.
- 3. I acknowledge the nature of the program and operating context within which I will be working.

Incumbent signature:

Incumbent name: Date:

Witness signature:

Witness name: Date:

Position :

DOCUMENT APPROVAL	
Signed:	Date:
Name:	Role:
*Note must be signed and authorized by relevant member of the Senior Management Team	