



Position description

Connecting Families Support Worker

About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *strategic investment, innovation* and *social impact*.
- Our values are *vision, respect, commitment, integrity* and *innovation*.

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents Under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.

More details about our organisation and services can be found on our website

nrcg.org.au.



Position overview

Details

Position title

Support Worker

Branch

Community Services

Reports to

Manager – Community Services

Award

SCHADS

Level

3

Term/Tenure

Ongoing (Permanent Part Time)

Benefits

- Salary packaging
- Paid bonus leave during summer closure
- Above-award parental leave
- EAP counselling
- Professional training and development
- Workplace flexibility

Probationary period

6 months

Location

Your position is primarily based at Grafton, but you may be required to travel across the NSW Far North Coast region and to work at other sites during the course of your employment.

Summary

The Connecting Families program supports parents and children to feel more connected and confident in parental and caring roles.

Working as part of a team, responsible to the Manager and under day-to-day supervision of the team leader, the role will include the provision of case management, information and referral, and advocacy to people with complex needs.

Working under direction the role will be required to establish and maintain effective referral networks, with the goal of ensuring a range of services and products are accessible to clients. Provision of client support is to be within a culturally safe framework, utilising principles of person-centred strengths-based practice.

Selection criteria

Essential

1. Relevant qualifications and/or relevant work experience in person centred practice.
2. An understanding of professional and specialised knowledge required to working with Aboriginal and Torres Strait Islander peoples, disadvantaged clients, and human service agencies.
3. A thorough knowledge of work activities and procedures related to case coordination of people with complex needs and the ability to exercise initiative in the application of these procedures.
4. A sound knowledge of procedural/operational methods relating to the workplace including case notes, updating data systems, and effectively managing time.
5. A working knowledge of statutory requirements relevant to this role.
6. Proficient in the use of Microsoft and database programs.

Additional requirements

1. Evidence of full COVID vaccination
2. A current NSW Drivers licence
3. Satisfactory completion of a National Criminal History Records check
4. Current Working with Children's Check

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.



Key accountabilities

Position accountabilities

- Undertake client assessments, case coordination and exit strategies that address the client's specific support needs.
- Provide case coordination support, mentoring, advice and direction, to clients.
- Use initiative in negotiating and implementing case plans, in line with our practice framework, that address the barriers to safety and stabilisation.
- Make recommendations to Manager for financial brokerage that align with case plan goals.
- Maintain weekly contact case managed clients and facilitate action to achieve outcomes.
- Ensure all data entry processes are completed and data systems are adequately maintained.
- Work with support providers to ensure support packages are capable of sustaining client needs.
- Establish and maintain referral pathways for the program.
- Provide mentoring, supervised contact services and transport in line with the organisations policies and procedures and state requirements.
- As member of a team actively participate in local networks to improve interagency linkages and service delivery.
- Comply with NRCG policies and procedures and relevant legislation and standards.
- Read and carry out actions from all relevant internal communications.
- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with the Community Gateway's procedures.
- Provide reports using qualitative and quantitative data as required.
- Perform other duties as directed by management.

Service accountabilities

- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with Community Gateway's procedures.
- Provide monthly project reports incorporating findings, outcomes and project recommendations.
- Perform other duties as directed by management.

Professional accountabilities

- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.

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