



Job Package

Aboriginal Trainee Family Referral Worker – Kempsey and Surrounds

This is a designated Aboriginal/Torres Strait Islander Position. Applicants for this position must be of Aboriginal descent through parentage, identification as being Aboriginal and being accepted in the community as such. Exemption is claimed under Section 14 of the Anti-Discrimination Act

Pathfinders

Pathfinders is a large community-based organisation providing, Family Referral Services, Supported Accommodation and Homelessness services, Family and Youth Support services, Disability services and Out of Home Care services, including Foster Care. Services are located across the New England and North West Tablelands and Family Referral Services in the Mid North Coast Regions of NSW. Pathfinders' vision is that all children, young people and their families will have a home where they feel they belong, are free from abuse and neglect, are able to achieve their full potential and are supported by appropriate and timely community services.

Family Referral Service

The Family Referral Service is a project of Pathfinders, under the "Keep Them Safe Initiative" of the NSW Government. The Service is primarily concerned with encouraging and facilitating families to access services which will assist them to nurture and protect children. Services provided by FRS are free, with the purpose of assisting and encouraging access for clients facing financial and other barriers to services.

Role of the Trainee Family Referral Worker

The Trainee Family Referral Worker will be responsible to work as part of a team with local community organisations to develop coordinated services and referral pathways to best meet the needs of vulnerable families, their children and young people. They will also provide telephone advice and information; needs assessment and referral support; outreach and short intervention including case coordination for vulnerable families as they progress through different milestones of a Certificate 3 Community Services.

Essential criteria

1. Aboriginality is a genuine occupational requirement for this position, under Section 14D of the Anti-Discrimination Act (NSW) 1977.
2. Eligibility and willingness to undertake a Certificate III in Community Services.
3. Ability to communicate and establish working relationships with Aboriginal people.
4. Sensitivity to issues facing rural Aboriginal communities.
5. Awareness of and ability to network with relevant services within the area.
6. Ability to be self-motivated and to work with minimal supervision, as well as the capacity to work positively and co-operatively within a diverse team environment.
7. Experience in the use of computer software applications for word processing, internet and e-mail.
8. Current and Cleared NSW Working with Children Check Number.
9. Current unencumbered NSW Driver's Licence.

Desirable criteria

1. Extensive knowledge of the region
2. First Aid Certificate or willingness to obtain

Conditions

- This is a designated Aboriginal/Torres Strait Islander Position. Applicants for this position must be of Aboriginal descent through parentage, identification as being Aboriginal and being accepted in the community as such. Exemption is claimed under Section 14 of the Anti-Discrimination Act.
- The successful applicant will be required to provide a current NSW Working with Children Check.
- A 6 month probationary period will apply.

Inquiries

Application Inquiries – Human Resources 02 6771 1527 or email: hr@pathfinders.ngo

Position Inquiries –Tania Willis, Senior Manager Children and Family Services

TaniaW@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience.
 - A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to hr@pathfinders-aus.org OR
3. Place application in an envelope marked "Confidential" and post to:

Human Resources Manager

P O Box 1052

ARMIDALE NSW 2350

Applications must be received by close of business Friday 8 September 2017.

Interview

If you are selected for an interview, you will be contacted by telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Position Description

Aboriginal Trainee Family Referral Worker – Kempsey

Position Title:	Trainee - Family Referral Worker
Responsible to:	Manager – MNC FRS
Supervises:	Nil
Position Status:	Part Time
Salary:	SCHADS Award Grade 2 (as per transitional arrangements)
Hours:	Part-Time (30 hours a week)

Position Available :

Kempsey	1 Part-time Aboriginal Trainee Family Referral Worker position (Certificate 3 Community Services)
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Purpose of position

The Trainee Family Referral Worker will develop skills and experience in providing telephone advice and information; needs assessment and referral support; outreach involving Home Visits and short intervention including case coordination for vulnerable families.

Work as part of the FRS team and participate under supervision with local community organisations to develop coordinated services and referral pathways to best meet the needs of vulnerable families, their children and young people

Reporting relationship and accountabilities

The Trainee Family Referral Worker will:

1. Be responsible to the Manager MNC FRS and FRS Workers (Kempsey).
2. Participate in the implementation of strategies to ensure the FRS meets the needs of vulnerable children, young people and their families and in particular Aboriginal families
3. Adhere to the Position Description for the Trainee Family Referral Worker Kempsey and Surrounds, Staff Code of Conduct, Policies and Procedures of Pathfinders and all terms and conditions of the Traineeship and Employment Agreement
4. Work as a team member and participate in the day-to-day operations of the FRS.
5. Adhere to all terms and conditions of the Service Delivery Agreement with NSW Health

Specific tasks and responsibilities

The below is a detailed listing of the duties and responsibilities of which the Trainee position will seek to achieve experience and skill in during the course of their Certificate 3 Community Services Traineeship.

Position and Organisational Responsibilities

The Family Referral Worker will:

1. Carry out all duties in accordance with the Policies and Procedures of the FRS and Pathfinders
2. Work collaboratively within the FRS team and Pathfinders related services and external network partners
3. Take reasonable care for the Health and Safety of people at the workplace and comply with the WH&S Act 2011. Report and monitor safety procedures including acting on reports of injuries and incidents in accord with organisational and FRS specific WH&S policies
4. Participate in regular supervision, workload planning and annual performance appraisal of staff
5. Maintain professional and personal boundaries with staff and clients at all times
6. Undertake training and supervision as directed and required
7. Positively promote the agency and service and build networks with other agencies
8. Complete all reasonable tasks as directed by Manager FRS
9. Abide by the requirements of The Children and Young Persons (Care and Protection) Act 1998
10. Manage incoming telephone enquiries, faxes, receive and send items by couriers, accept deliveries and welcome visitors.
11. Manage Office maintenance, such as cleaning, repairs, etc by liaison with Landlords, MNC FRS Manager and Pathfinders.

Service Delivery Responsibilities/Family Assessment, Advice and Referral

1. Comply with the FRS Policies and Procedures and Best Practice guidelines to ensure the service meets the needs of vulnerable children, young people and their families
2. Develop and maintain positive partnerships with the range of stakeholders in child safety and wellbeing at the local level and advise the Manager MNC FRS of potential changes to those relationships that may have significant impact on the operations of the FRS.
3. Provide a telephone and drop-in referral service for vulnerable families.
4. Assess the needs of families and individual family members, identify appropriate service responses and facilitate referral and engagement with appropriate services.
5. Provide face to face assessment interviews and short interventions when required.
6. For families with complex needs and multiple referrals, provide initial case coordination and monitor the delivery of services to the family.
7. Provide follow-up contact for families and review outcomes of referral with the family and their services.
8. Advocate on behalf of service users and vulnerable families.
9. Provide outreach services to remote communities, including home visiting.
10. Develop community strategies to bring people together, share existing resources and prevent social isolation.
11. Encourage the participation of services to provide advice to vulnerable families on parenting, health, finance, legal and housing matters.
12. Provide a telephone and drop-in advice service for other agencies
13. Determine if a child/children are above or below the threshold of Risk of Significant Harm

14. Accurately and professionally document the outcome of a skilled assessment of child risk in various mandatory formats such as Mandatory Reporter Guides and legislated Notifications to Family and Community Services
15. Provide an immediate response or intervention at the point of initial contact with client in situations of high conflict, stress & dysfunction
16. Provide the above service delivery in a client's home environment or office setting
17. Provide transport to clients and their family using an FRS 'pool' vehicle
18. Undertake any or all of the above duties as part of a Team or as a sole worker

Networking / Community Development / Community Referral Pathways

1. Establish and maintain links within the local network of services, organisations and departments to enable effective and appropriate referral pathways and coordination of local services.
2. Establish effective communication systems between service providers.
3. Ensure FRS is promoted within the community and accessible to the target group.
4. Work with government and non-government service providers to develop effective and efficient referral pathways
5. Develop an extensive knowledge of local government and non-government agencies and create a database of services
6. Provide data and reports to NSW Health to meet evaluation and reporting requirements.
7. Host and/or participate in community events in order to offer opportunities of professional development to other agencies, raise awareness of social issues within communities
8. Speak at public forums in order to provide information and positively promote the FRS

9. Advocate where necessary on behalf of communities and other agencies re the need for services and funding to fill service gaps
10. Attend and represent the FRS at Interagency & Sub Group Network Meetings

Record Keeping and Administrative Duties

1. Ensure client information systems are kept up to date maintaining concise and accurate client files, journal entries, and client registers to an acceptable standard.
2. Update the FRS statistical data system to meet the information requirements of FRS and NSW Health.
3. Document and report to the Manager FRS all critical incidents and complaints.
4. Ensure all records, documents and computer files are securely stored and disposed of in accordance with organisational Policy & Procedures.
5. Maintain vehicle log books.
6. Record all incoming and outgoing written correspondence.
7. Ensure all service property, computers, equipment and vehicles are maintained in accordance with the Policy & Procedures.
8. Accurately and professionally document the outcome of a skilled assessment of child risk in various mandatory formats such as Mandatory Reporter Guides and legislated Notifications to Family and Community Services
9. Ensure that all documents and records required by other service providers are accurately and comprehensively completed
10. Participate in the ongoing growth and implementation of the FRS through assisting with the development of templates/forms, processes & databases etc.

Professional Development

1. Attend supervision and performance appraisal with the Manager for support, debriefing and discussion of issues that may need action.
2. Pursue ongoing personal and professional development in order to enhance contribution to the organisation.
3. Attend and represent the FRS at Interagency & Sub Group Network Meetings