



## Job Package

NPSS Support Worker

Casual

### **Pathfinders**

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, Family Referral Services, Disability services and Out of Home Care services. Offices in the New England, Northwest Tablelands, Far and Mid North Coast.

### **Non-Placement Support Service (NPSS program)**

The Non-Placement Support Service (NPSS) program is a fee-for-service brokerage partnership with Department of Communities and Justice (DCJ) and other Non-Government Organisations (NGO's). The Department of Communities and Justice contract Pathfinders to provide a range of services to children and young people in Out of Home Care (OOHC) and their families.

## Non-Placement Support Service (NPSS) Worker Role

- Facilitate and supervise Birth Family Contact Visits of children and young people in Out of Home Care (OOHC).
- Support and supervision of children and young people on a needs basis.
- Mentoring of children and young people aged 0-17 years old.
- Transports of children and young people to visits, appointments, preschool/school, respite placements and changes of placement.
- Documentation and report writing.

To be suitable for this role the NPSS worker will exhibit empathy and compassion and have a strong commitment to children, families, and community.

The NPSS Worker will require knowledge and understanding of the issues that affect Aboriginal communities, societies, and cultures in NSW. Willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and to provide services to Aboriginal and non-Aboriginal children, young people, and families.

All staff have a strong commitment to privacy and are expected to maintain strict confidentiality standards.

## Essential Criteria

- 1) Ability to interact with and form healthy relationships with young people and families.
- 2) Ability to support and guide a judgement-free environment for young people and families to interact.
- 3) Commitment to ethical work practices including maintaining professional boundaries and the client's right to confidentiality.
- 4) Experience working with children, young people and families from trauma backgrounds and/or relevant qualifications in this field.
- 5) Knowledge and understanding of issues that affect Aboriginal communities, societies and cultures in N.S.W and ability to advocate on behalf of Aboriginal young people and their families in providing cultural support.
- 6) Ability to build strong relationships with external agencies to support and strengthen families and cultural connections.
- 7) Ability to provide services to Aboriginal and non-Aboriginal children, young people and families.
- 8) Able to work shift work and weekends when needed.
- 9) Excellent verbal and written communication skills including report writing skills suitable for providing to both internal/external sources.

- 10) Ability to work both independently and as part of a team.
- 11) Effective time management skills and ability to adhere to allocated time frames.
- 12) Proficient computer skills, including typing and operating Microsoft office applications.
- 13) Demonstrable understanding of Confidentiality and Professional Boundaries.
- 14) Willingness to adopt the Pathways program philosophy and engage in training when provided.
- 15) Provide First Aid Certificate and current CPR or willingness to obtain.
- 16) Provide a copy of unencumbered driver's licence.
- 17) Provide a current paid NSW Working with Children check number.
- 18) Provide a current National Criminal History check.

## Desirable Criteria

1. Relevant tertiary qualifications and/or experience in community services, children's services, or family work.
2. Previous experience supervising family contact visits.

## Salary

### SCHADS Award (Grade 3.1)

This rate is subject to negotiation based upon experience and qualifications. The successful applicant will be required to provide a paid NSW Working with Children and National Criminal History Check. Salary packaging opportunities exist.

### Special Conditions:

- This position is identified as child related employment and Prohibited persons under the Child Protection (Offenders Registration) Act 2000 are not eligible to apply. The successful applicant will be required to undergo an NSW Working with Children and National Criminal History Check.
- The position is only available, on an as needs basis, as the program is Fee for Service funded.

## Enquiries

**Application Enquiries:**

Human Resource Officer

0436 029 439

[hr@pathfinders.ngo](mailto:hr@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.**

Prepare a typed application which includes:

- A statement against each of the essential and desirable selection criteria for the position, addressed individually, in paragraph format 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, phone numbers and emails of two recent Referees (at least one referee should be a recent supervisor, if possible).

1. Please email applications to [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Interview

If you are selected for an interview, you will be contacted by telephone or email. 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

## Non-Placement Support Service (NPSS) worker

|                         |  |
|-------------------------|--|
| <b>Position Title:</b>  | Non-Placement Support Service (NPSS) worker                    |
| <b>Responsible to:</b>  | Program Coordinator  |
| <b>Position Status:</b> | Casual   |
| <b>Period:</b>          | Fee for Service funded   |
| <b>Salary:</b>          | SCHADS Award <b>Level 3.1</b> as per transitional arrangements |
| <b>Hours:</b>           | Hours will vary  |

## Reporting relationship and accountabilities

The Non-Placement Support Service Worker will:

- Be responsible to the NPSS Coordinator
- Implement strategies as set by the Senior Manager & NPSS Coordinator to achieve the goals of the care, supervision, and transportation of Children & Young People in care.
- Participate in the day-to-day operations of the NPSS program.
- Adhere to the Position Description for the Non-Placement Support Service Worker, Staff Code of Conduct, Policies and Procedures of Pathfinders Ltd and all terms and conditions of the Employment Agreement.

## Specific tasks and responsibilities

### Organisational Responsibilities

- Carry out all duties in accord with the Policies and Procedures of the organisation and specifications of the Funding Body
- Work effectively and efficiently within the NPSS team and Pathfinders related services and external network partners

- Attend and actively participate in all team activities, including meetings, training sessions and debriefings
- Adhere to the Code of Conduct and Confidentiality obligations
- Adhere to all WHS policies and procedures
- Complete all reasonable tasks as directed by management

### Service Delivery

- Work to provide a caring, stable, and structured care environment for Children and Young People in accordance with NPSS Policy and Procedure, Philosophy (including RAP), Principles and the NSW OOHC standards
- Provide care for Children and Young People while in care in ways which meet their developmental needs (physical, emotional, intellectual, and spiritual), and have a positive effect on their self-esteem, attachment, and security, in accordance with duty of care requirements and agency processes and philosophies
- Perform a range of care and development tasks such as maintaining the physical environment, domestic duties, attending to health, nutrition, medical, educational, and recreational needs of Children and Young People if required
- Provide appropriate support and assistance to Children and Young People who have experienced abuse/neglect, trauma, separation, grief, and loss and who present with challenging behaviours
- Assist Children and Young People to develop social skills, problem solving and independent living skills as appropriate to their age and stage of development in mentoring sessions & temporary accommodation
- Participate in the delivery of Behavioural Management Plans including management strategies, awareness of behavioural triggers and engaging in a therapeutic culture within the NPSS program
- Provide a detailed report after each shift to be submitted to NPSS Coordinator, maintain fleet vehicle procedures and any other paperwork relevant to the service to an acceptable standard
- Model behaviours, values and actions that will provide positive reinforcement for Children and Young People in NPSS care in accordance with the Circle of Courage training program
- Maintain professional and personal boundaries with staff and clients at all times particularly with birth families
- Adhere to the Staff Code of Conduct
- Attend and participate in regular staff meetings and professional development meetings.
- Respect the confidentiality and human rights of the Children, Young People, and families at all times
- Actively participate in all matters or issues which foster teamwork and overall service quality
- Positively promote the agency and build networks with other agencies
- Present all accounts, timesheets, and financial matters for processing to Coordinator

- Ensure that Pathfinders property and vehicles are maintained to the appropriate standard
- Work shift, weekend and public holidays as directed
- Complete all reasonable tasks as directed by the NPSS Coordinator

#### Record Keeping and Administrative Duties

- To submit a complete contact report after every shift and provide to NPSS Coordinator.
- Ensure all records, documents and computer files are securely stored and disposed of in accordance with the Policy & Procedures.
- Carry out own word processing and correspondence.
- Maintain vehicle logbook application.
- Ensure all service property, computers, equipment, and vehicles are maintained in accordance with the Policy & Procedures.

#### Networking and Community Development

- Maintain strong networks with other relevant services.
- Ensure the Non-Placement Support Service Worker role is promoted within the community.

#### Professional Development

- Attend supervision with the NPSS Coordinator for support, debriefing and discussion of issues that may need action.
- Undertake training as directed.
- Receive staff appraisals twice yearly or as required.

## PATHFINDERS VISION

Thriving communities, in which all fully participate and develop freely through mutual trust and acceptance.

## PATHFINDERS MISSION

To empower people to live with hope and equal opportunity to achieve their potential.

## PATHFINDERS - VALUES

Belonging – We are a valued part of our communities, and we help others to belong.

Mastery – We believe in and encourage others to reach their full potential.

Independence – We encourage individuals to think for themselves, to participate in the life of the community and be responsible for their actions.

Generosity – We give generously of ourselves.

## PATHFINDERS PURPOSE

Pathfinders Ltd is a not-for-profit company limited by guarantee operating across the New England and Northwest Tablelands and Mid North Coast of New South Wales. Pathfinders operates a number of programs and services based on promoting youth and family welfare.

### **Pathfinders' programs and services include:**

- Specialist Homelessness Services including our Women and Children's Refuge
- Support Your Path
- Aboriginal Transition to School Program
- Youth social, recreational, and vocational centre and programs
- Family Connecting Services to ensure assistance gets to families and their children when they need it.
- Refuge and supported accommodation services to young people
- Regional youth centre providing vocational skills development, education, and accreditation.
- Full-time residential support for young people in Out of Home Care (OOHC)
- Provision of long-term residential out-of-home-care services and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Parenting and family strengthening workshops and information sessions.
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people, and their families



- Field placements and training for local TAFE and University students seeking employment in human services.

Pathfinders aims to improve the quality of life and well-being for each individual that comes in contact with one of its services, whilst also benefitting the larger communities it works within.

Pathfinders is passionate about working towards ensuring every individual is given the right opportunities to become a valued and contributing member of our society.

I acknowledge and have read and understood my responsibilities associated with this Job Description.

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**Employee Signature**

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**Date**