



## Job Package

# NPSS Specialised Mentor

### **Pathfinders**

Pathfinders is a community based organisation providing supported accommodation and homelessness services, family and youth support services, Juvenile Justice and Out of Home Care services across the New England, Mid-North Coast and North West Tablelands 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.

Our Non-Placement Support Services Specialised Mentor program will provide a structured and trusting relationship that brings Children and Young people together with caring individuals who offer guidance, support and encouragement, whilst engaging in a specific area of interest that has been identified by the young person. NPSS Specialised Mentors will use their acquired expertise to help build those skills of Children and Young people in a safe environment and with a trauma informed approach.

### Non-Placement Support Service (NPSS) Specialised Mentor Role Overview

The NPSS Specialised Mentor would be responsible for, but not limited to:

- Building positive and respectful relationships with young people
- Being able to teach and encourage young people to build on an interest that aligns with the Specialised Mentors skill set
- Being able to respond therapeutically to potential challenging behaviours utilising a trauma informed approach. Ability to reengage young people through challenging events and regain their focus
- Detailed documentation and report writing

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

The NPSS Specialised Mentor will require knowledge and understanding of the issues that affect Aboriginal 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. Demonstrated skills and qualification in an appropriate identified area of interest that will be shared with young people through mentoring sessions.
2. Ability to interact with and form healthy relationships with young people and families.
3. Commitment to ethical work practices including maintaining professional boundaries.
4. Ability to assist young people develop life skills and achieve the outcomes of their individualised plans.
5. Relevant qualifications in this field and/or two years' experience working with children, young people and families from trauma backgrounds.
6. 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.
7. Ability to build strong relationships with external agencies to support and strengthen families and cultural connections.
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. Computer literate with reasonable typing skills.
12. Effective time management skills and ability to adhere to allocated timeframes.
13. Demonstrable understanding of Confidentiality and Professional Boundaries.
14. Willingness to adopt the Pathfinders philosophy and engage in training when provided.
15. Provide First Aid Certificate or willingness to obtain.
16. Provide a copy of full 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. Previous experience in a mentoring/coaching capacity in their area of interest
2. Sound knowledge of EEO, WHS and confidentiality principles.
3. Relevant tertiary qualifications and a minimum of three years' experience working in community services, children's services or family work.
4. Knowledge of the rights of Children and Young People and a commitment to upholding and advocating for them.

## Conditions

This position is identified as child related employment and Prohibited persons under the Child Protection Act 2012 are not eligible to apply. The successful applicant will be required to provide a current Working with Children Check Number and a National Criminal History Check.

## Position Enquiries

Danielle Carter, **NPSS Senior Coordinator**  
0428 057 845  
[nps@pathfinders.ngo](mailto:nps@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, including demonstrated skill in your area of interest.
- A photocopy of your relevant academic qualifications.
- The names and phone numbers of two current work related referees (at least one referee should be a recent supervisor).

2. 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. 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

# NPSS Specialised Mentor

<b>Position Title:</b>	NPSS Specialised Mentor
<b>Responsible to:</b>	Coordinator Non-Placement Support Services
<b>Program:</b>	Non-Placement Support Services
<b>Supervisors:</b>	Nil
<b>Position Status:</b>	Casual
<b>Period:</b>	Subject to ongoing funding
<b>Salary:</b>	SCHADS Award <b>Level 4</b> (negotiable based on experience and qualifications)
<b>Hours:</b>	As required

### Purpose of positions

#### **NPSS Support Worker**

The NPSS Support Worker provides a Fee for Service brokerage partnership with the Department of Communities and Justice and NGO's, who contract NPSS to provide a range of services for children and their families who the Department is currently working with.

#### **NPSS Supported Independent Living Mentor**

The NPSS Supported Independent Living Mentor will be responsible for implementing appropriate supports and education in living skills and working with the young person between the ages of 16-24 to reach the outcomes as outlined by the Supported Independent Living Plan.

**NPSS Specialised Mentor**

The NPSS Specialised Mentor will share their knowledge and passion of their own specified interest area with young people who have the same interest. The NPSS Specialised Mentor will provide appropriate support to the young person, based upon their shared interest with the overall purpose of growing the young person's abilities in this area whilst simultaneously creating an appropriate mentor relationship.

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

The NPSS Specialised Mentor will:

1. Be responsible to the Coordinator Non-Placement Support Services.
2. Work towards achieving the outcomes outlined in the Service Agreement/Contract as required by the funding body.
3. Adhere to the Position Description for the NPSS Specialised Mentor, 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:

1. Carry out all duties in accord with the Policies and Procedures of the organisation and specifications of the Funding Body.
2. Attend and actively participate in all team activities, including meetings, training sessions and debriefings.
3. Adhere to the Code of Conduct and Confidentiality obligations.
4. Adhere to all WHS policies and procedures.
5. Complete all reasonable tasks as directed by management.

#### Service Delivery

1. Work to provide a caring, effective and non-judgemental NPSS Specialised Mentor program, which meets the needs of the young people.
2. Provide flexible services in convenient settings, including the Young Person's home, in order to engage clients who do not ordinarily access services.
3. Assist client to develop social skills, problem solving and independent living skills as appropriate to their age and stage of development.
4. Build trusting relationships with clients.
5. Model behaviours, values and actions that will provide positive reinforcement for Children and Young People in the mentoring program.



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6. Always maintain professional and personal boundaries with staff and young people.
  7. Support young people in reaching outcomes as directed by Department of Communities and Justices.
  8. Always respect the privacy and confidentiality of the client.
  9. Maximise opportunities for clients to participate in the decisions that affect their lives.
  10. Ensure clients are encouraged and supported to give feedback to the service.
  11. Ensure clients are aware of their rights as service users, including the correct procedure to make complaints.
  12. Complete comprehensive client notes as required by the Service Agreement/Contract and report back to Department of Communities and Justice as required.

Record Keeping and Administrative Duties:

1. Maintain concise and accurate client notes relating to progression toward their individualised plans.
2. Ensure to submit all shift reports within 24 hours of the shift ending (time is allocated during the shift).
3. Document and report to the Coordinator all critical incidents and complaints.
4. Ensure all records, documents and computer files are securely stored and disposed of in accordance with the Policy & Procedures.
5. Maintain vehicle records through LogBookMe.
6. Record all incoming and outgoing written correspondence with other agencies.
7. Ensure all service property, computers, equipment and vehicles are maintained in accordance with the Policy & Procedures

Networking and Community Development:

Attend and participate in relevant interagency meetings, conferences and committees with the Program Manager's approval.

Professional Development:

1. Attend supervision with the NPSS Coordinator for support, debriefing and discussion of issues that may need action.
2. Undertake training as directed.
3. Participate in staff appraisals as required.

## Pathfinders - Purpose and Goals

Pathfinders' vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

The challenge and vision Pathfinders has for our Families, Children and Young People is to provide them with opportunities to build strong and permanent relationships and be cared for in ways which build and expand their personal skills and life opportunities.

## 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.

The following principles guide our provision of services to children, young people and their families:-

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination on the basis of religion, gender, race, sexuality or disability
- Quality service provision on the basis of equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

Pathfinders is located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family support services, juvenile justice, youth work, child protection, family referral services and Out of Home Care services.

***Pathfinders programs and services include:***

- Specialist Homelessness Services including our Women and Children's Refuge
- Support Your Path (NDIS)
- Aboriginal Early Years 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.

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**