

Job Package

Program Worker – Family Connect and Support

Full Time- 38 Hours a week

Pathfinders

Pathfinders is a large community-based organisation providing Family Connect and Support, Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate Project, Out of Home Care and Foster Care services. Pathfinders services are located across the Mid North Coast , New England and North West Tablelands of NSW. Pathfinders' vision is that all children, young people and their families will 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.

Program Worker – Family Connect and Support

The primary purpose of the Program Worker – Family Connect and Support is to ensure provision of high quality services to achieve optimum levels of service delivery and client outcomes in line with the Social Futures Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

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

The Program Worker - Family Connect and Support will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections

Travel will be an expectation.

Essential Criteria

- Relevant tertiary qualifications and/or relevant experience in community development, health promotion, social planning, social work or similar
- Demonstrated experience providing high quality, evidence based, customer-centred, culturally appropriate individual and/or family therapeutic interventions and referrals
- Demonstrated experience providing short term interventions to meet immediate needs and longer term case coordination or case management where appropriate
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work
- Ability to be self motivated and to work with minimal supervision, as well as the capacity to work positively and cooperatively within a team environment
- Ability to identify and respond appropriately to child protection and other high risk concerns as well as understanding of the legal process relating to child protection, restoration, guardianship and adoption
- Knowledge and understanding of issues that affect Aboriginal communities, societies and cultures and the needs, enabling factors and barriers to service access for Aboriginal people.
- Ability to provide services to Aboriginal and non Aboriginal children, young people and families.
- Willingness to participate in continuing education through training opportunities both internally and externally.
- Demonstrable understanding of Confidentiality.
- Willingness to adopt the Pathfinders philosophy and engage in training when provided
- First Aid Certificate or willingness to obtain
- Possess a current driver's licence
- Possess a current working with children check number and Criminal History Check.

Enquiries

Application Enquiries –Human Resources email hr@pathfinders.ngo or 0437 695 129

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 recent work related Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to hr@pathfinders.ngo OR

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

Program Worker - Family Connect and Support

Full Time- 38 Hours a week

Position Title:	Program Worker - Family Connect and Support
Responsible to:	Program Manager
Position Status:	Full time - 38 hours a week
Salary:	Salary package will be Level 5 based on qualifications, skills and experience under the SCHADS Award
Location:	Mid North Coast
	Travel may be required from time to time.

Purpose of position

Program Worker - Family Connect and Support

The primary purpose of the Program Worker – Family Connect and Support is to ensure The Program Worker, ensures the provision of high quality services to achieve optimum levels of service delivery and client outcomes in line with the Social Futures Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

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

The Program Worker - Family Connect and Support will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections

Reporting relationship and accountabilities

The Program Worker – Family Connect and Support will:

1. Be responsible to the Program Manager.
2. Work with other Pathfinders Management and staff of other Programs when required.
3. Adhere to the Role Description for Program Worker - Family Connect and Support and the Staff Code of Conduct

Specific tasks and responsibilities

The Program Worker - Family Connect and Support will:

Position and Organisational Responsibilities

- Support customers to access services in a timely and appropriate manner, including provision of relevant information about services to customers, their families, carers and community partners
- Undertake assessments of the underlying needs of participants and provide appropriate information,
- referrals and practical assistance
- Provide high quality customer-centred individual and/or family therapeutic interventions and/or case management in line with program outcomes
- Provide practice that is strengths based, person-centred, solutions-focused, culturally responsive and safe in line with Social Futures Practice Framework requirements
- Deliver supports in outreach settings, including in a range of universal settings such as schools, using safe community visiting strategies.
- Collect, and ensure integrity of, data using relevant information systems to meet organisational and outcome-based reporting requirements
- Maintain a working knowledge and actively engage with other service providers and key stakeholders to ensure seamless service delivery
- Ensure all customer work requirements are completed in accordance with the relevant policies and procedures, including Quality Improvement requirements

- Comply with procedures to ensure the effective reporting of quality, safety, and risk issues and provide regular reports to ensure reporting requirements are met
- Actively participate in supervision and reflective practice activities including case reviews with manager and program supports
- Ensure relevant mandatory reporting requirements are met in line with legislative and policy requirements
- Participate in planning processes within the Team/Branch
- Provide feedback on enhancement to program services and delivery/identify opportunities for improvement
- Undertake training as directed and in accordance with your individual training plan.
- Participate in staff performance appraisals annually.
- Adhere to Pathfinders Code of Conduct.

Key challenges

- Implementation of services while managing competing priorities that supports the Team/Branch's goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of customers, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community
- Engaging with customers who are impacted by trauma, are socially isolated or have other barriers to accessing support
- Responding effectively to customers who may present with varying levels of distress and able to manage own well-being
- Responding effectively to customers referred by statutory authorities to support engagement with the service

Professional Development

- Attend professional development meetings on a monthly for support, debriefing and discussion of issues that may need action.
- Pursue ongoing personal and professional development in order to enhance contribution to the organisation.

Essential Criteria

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- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work
- Ability to be self motivated and to work with minimal supervision, as well as the capacity to work positively and cooperatively within a team environment
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PATHFINDERS - PURPOSE AND GOALS

Pathfinder's 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.

PATHFINDERS PRINCIPLES OF SERVICE

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 now 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, 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 Connect and Support and Out of Home Care services.

Pathfinders programs and services include:-

- Youth social, recreational and vocational programs.
- Family Connect and Support to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time residential support for young people in out of home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child projection and Family Connect and Support
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of residential out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people and their families

Employee Signature

Date