



Job Package

Casual

Mentoring & Family Support Worker

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services.

Pathfinders' services are located across the New England Northwest and Mid North Coast Regions 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.

The Sanctuary Model

Pathfinders' commitment is further strengthened by its implementation of the Sanctuary Model, a trauma-informed framework that guides our practices and organisational culture. The Sanctuary Model promotes safety, healing and recovery by embedding values such as nonviolence, emotional intelligence, social learning, open communication, democracy, social responsibility and commitment to personal and collective growth. These values underpin how we engage with clients, ensuring their rights are upheld in a supportive and empowering environment.

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.

Essential Criteria

- Ability to interact with and form healthy relationships with young people and families.

- Ability to support and guide a judgement-free environment for young people and families to interact.
- Commitment to ethical work practices including maintaining professional boundaries and the client's right to confidentiality.
- Experience working with children, young people and families from trauma backgrounds and/or relevant qualifications in this field.
- 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.
- Ability to build strong relationships with external agencies to support and strengthen families and cultural connections.
- Ability to provide services to Aboriginal and non-Aboriginal children, young people and families.
- Able to work shift work and weekends when needed.
- Excellent verbal and written communication skills including report writing skills suitable for providing to both internal/external sources.
- Ability to work both independently and as part of a team.
- Effective time management skills and ability to adhere to allocated time frames.
- Proficient computer skills, including typing and operating Microsoft office applications.
- Demonstrable understanding of Confidentiality and Professional Boundaries.
- Willingness to adopt the Pathways program philosophy and engage in training when provided.
- Provide First Aid Certificate and current CPR or willingness to obtain.
- Provide a copy of unencumbered driver's license.
- Provide a current paid NSW Working with Children check number.
- Provide a current National Criminal History Check Commitment to trauma-informed practice and understanding of the Sanctuary Model or willingness to undergo training.
- Commitment to trauma-informed practice and understanding of the Sanctuary Model or willingness to undergo training.

Desirable: _____

- Relevant tertiary qualifications and/or experience in community services, children’s services, or family work
- Previous experience supervising family contact visits

Enquiries

Application Enquiries – To Corporate Services at hr@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected. Pathfinders encourage applications from people who identify as Aboriginal and/or Torres Strait Islander descent.

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.

Provide a typed application that includes:

- A statement addressing each of the essential criteria, with examples demonstrating how you meet them.
- A current resume outlining your relevant skills and experience.
- A copy of your academic qualifications (photocopy or scanned copy)
- Review, sign and attach copy of job package.
- The names and contact details of two recent work-related referees (at least one referee who should be a current or recent supervisor, if possible)

Submit your completed application via email to: hr@pathfinders.ngo Application enquires to Corporate Services at: 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.



Job Package

Casual

Mentoring & Family Support Worker

Position Title:	Mentoring & Family Support Worker
Program:	Non-Placement Support Service (NPSS)
Responsible to:	Program Coordinator
Position Status:	Casual
Period:	Fee for Service funded
Salary:	SCHADS Award Level 3.1

Purpose of position

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.

Reporting relationship and accountabilities

The Mentoring & Family Support Worker will:

- Be responsible to the NPSS Coordinator
- Implement strategies as set by the 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 Mentoring and Family Support 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.
- 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.

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 – 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.

Pathfinders Vision

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

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 based on religion, gender, race, sexuality or disability
- Quality service provision based on 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 across the New England, Northwest and Mid North Coast Regions

Pathfinders is now located in offices across the New England Northwest and Mid North Coast regions of NSW.

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

Pathfinder's programs and services include:

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it.
- Information and referral assistance to link clients with appropriate support agencies.
- Refuge and supported accommodation services to young people.
- Full-time support for young people in out-of-home care.
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child protection and family referral services.
- Field placement and training for local TAFE and University students seeking employment in human services.
- Provision of 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