



Non-Placement Support Service NPSS

Job Package

NPSS Specialised Mentor

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 North West 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 a 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.

Role of Non-Placement Support Service (NPSS) Specialised Mentor

Selection Criteria

Essential:

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.
19. Commitment to trauma-informed practice and understanding of the Sanctuary Model or willingness to undergo training.

Desirable:

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.

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 encourages 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:

1. A statement addressing each of the essential criteria, with examples demonstrating how you meet them.
2. A current resume outlining your relevant skills and experience.
3. A copy of your academic qualifications (photocopy or scanned copy)
4. Review, sign and attach copy of job package.
5. 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.



Program

Job Package

NPSS Specialised Mentor

Position Title: NPSS Socialised Mentor

Responsible to: Coordinator Non-Placement Support Services

Position Status: Casual

Period: Subject to ongoing funding

Salary: SCHADS Award Level 4.1

Hours: As Required

Purpose of position

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.

Reporting relationship and accountabilities

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.
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

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, North West and Mid North Coast Regions

Pathfinders is now located in offices across the New England North West 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.

Pathfinders 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 client 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