



Job Package

Cultural Support Officer

Pathfinders

Pathfinders is a large community-based organisation providing, Family Referral Services, Supported Accommodation and Homelessness services, Family and Youth Support services, Disability services and Out of Home Care services, including Foster Care. Services are located across the New England North West Tablelands and Hunter Regions and Family Referral Services in the Mid North Coast Regions 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.

Role of the Cultural Support Officer

The primary purpose of a Cultural Support Officer is assisting and facilitating the development and review of cultural care plans in consultation with the Caseworker and families of the young people we support. Directly working with young people in OOHC programs, mentoring support to young people, caseworkers, carers and staff (as needed).

The Cultural Support Officer 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 Cultural Support Officer will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections.

Essential criteria

- Ability to communicate and establish working relationships with Aboriginal People.
- Understanding of the historical and ongoing systemic challenges of Aboriginal peoples, as well as the strengths of Aboriginal communities.
- Ability to communicate and establish working relationships with relevant services with the communities and internally to Pathfinders.

- Excellent time management, organisational and administrative skills.
- 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 set boundaries.
- Demonstrated commitment to continuous change and improvement
- Knowledge of the OOHC system in NSW.
- Excellent computer literacy skills including the usage of databases, spreadsheets, internet and email.
- Understanding of the legal process relating to child protection, restoration, guardianship and adoption.
- Highly developed communication, both written and verbal, and interpersonal skills
- Willingness to participate in continuing education through training opportunities both internally and externally.
- Demonstrable understanding of Confidentiality.
- Current driver's license
- Current NSW WWCC and Police Check
- Current First Aid Certificate
- Sound knowledge of WH&S responsibilities

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 – Human Resources email 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.

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 current work related Referees (at least one referee should be a recent supervisor).
2. Please email applications to 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

Cultural Support Officer

This is a designated Aboriginal/Torres Strait Islander Position. Applicants for this position must be of Aboriginal descent through parentage, identification as being Aboriginal and being accepted in the community as such. Exemption is claimed under Section 14 of the Antidiscrimination Act.

Position Title:	Cultural Support Officer
Responsible to:	Senior Manager OOHC
Program:	OOHC
Supervises:	Nil
Position Status:	Full-Time
Locations:	New England and Mid North Coast (Travel will be a requirement of the role)
Salary:	SCHADS Award 4.1

Purpose of position

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The Cultural Support Officer 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 Cultural Support Officer will also be required to build strong relationships with Aboriginal agencies

to support and strengthen families and cultural connections.

Reporting relationship and accountabilities

Cultural Support Officer will:

1. Be responsible to the Senior Manager OOHC.
2. Adhere to the Position Description for the Cultural Support Officer, Staff Code of Conduct and Policies and Procedures of Pathfinders LTD.
3. Work with other Pathfinders Management and staff of other Programs when required.
4. Participate in the performance appraisal process.

Specific tasks and responsibilities

The Cultural Support Officer will:

- Facilitate the implementation of programs to support cultural connection across Pathfinders service area.
- Support Aboriginal young people to remain connected with their family, kin, community and support their culture.
- Assist and facilitate the development and review of cultural care plans in consultation with the Caseworker, Young people, family and community.
- Work collaboratively across the organisation to build capacity and understanding within teams to support embedding cultural inclusion, safety and connection. This includes documentation various Client Management Systems(CMS).
- Actively participate as a team member with caseworkers and administrative staff to address team proprieties and directly support caseworkers on a daily basis as instructed by the direct manager.
- Supporting the work of caseworkers and understanding the complex and challenging situations where they majority of families are disadvantaged dues to history of trauma, poverty and violence.
- Positively promote the agency and build networks with other agencies.
- Undertake training as directed and in accordance with your individual training plan.
- Participate in staff performance appraisals annually.

- Adhere to Pathfinders Code of Conduct.

Professional Development

- Attend professional development meetings on a bi-monthly frequency 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.

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 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.

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

Employee Signature

Date