



POSITION DESCRIPTION
Multicultural Family Support Worker

1. POSITION TITLE Multicultural Family Support Worker	2. ORGANISATION LOCATION Mayfield	3. PERFORMANCE MANAGER Assistant Director
4. POSITION CATEGORY SCHADS	5. CLASSIFICATION 5.1	6. POSITION STATUS Max Term until 30 th of June 2019 – Part Time 32 HPW
<p>7. POSITION SUMMARY</p> <p>CatholicCare Social Services Hunter Manning partners with the Development and Relief Agency (DARA) to provide a range of supports for refugee's and asylum seekers. CatholicCare receives funding from the Department of Social Services to provide family and relationship services for vulnerable people.</p> <p>The Multicultural Family Support Worker will provide short term counselling, casework and advocacy support to refugee and asylum seeker families who are referred by DARA. The Multicultural Family Support Worker will be required to work with people from all demographic groups including:</p> <ul style="list-style-type: none"> • Asylum seekers • Children from refugee families • Young people from refugee families • Families from refugee background <p>The clients of DARA may have a range of vulnerabilities including financial hardship, unemployment, trauma, domestic and family violence and alcohol and other drug issues. The focus for this position is connecting refugee's and asylum seekers to services who can provide for their long term needs. This position will be 32 hours per week until June 30th 2019 at which time a review of outcomes will be conducted to assess ongoing need.</p>		

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

Essential

- A tertiary qualification in Social Work or related discipline or equivalent experience in the delivery of multicultural family support work.
- Demonstrated capacity to refer to and work within relevant legislation, workplace policies, and standards relating to Human Settlement Services.
- Demonstrated experience and knowledge working with refugees and newly arrived migrants in relation to visas and conditions, entitlements, language support, accommodation, employment matters and other complex presentations.
- Excellent oral and written communication and interpersonal skills and demonstrated experience networking in the sector.
- Excellent organisational skills – time management, problem solving and planning delegation.
- Demonstrated ability to contribute effectively in a team environment.
- Knowledge of WHS legislation and Organisational Policy.
- Current NSW drivers license

9. QUALIFICATIONS/LICENCES

MANDATORY

- A tertiary qualification in Social Work or related discipline or equivalent experience in the delivery and management of multicultural family support work.
- Current NSW drivers license
- WWCC

DESIRED / OPTIONAL

- Experience presenting and/or facilitating workshops.
- Experience working with volunteers.
- Experience driving a multi-purpose Van.
- Ability and experience mentoring individuals.

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter- Manning is a not for profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include; child and family services, disability support, mental health services, counselling and refugee services. CatholicCare currently operates across six sites in the Hunter-Manning and we are committed to delivering services in line with our three pillars of Unity, Quality and Sustainability

11.

MISSION - VISION - VALUES

Our Mission...

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

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Our Vision...

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values...

*Innovation – we continually challenge ourselves to consider all creative options
 Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour
 Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement
 Inspiring – we encourage each other to reach our full potential*

12. Key Performance Area	Key Tasks	Performance Indicators
1. Multicultural family support	<ul style="list-style-type: none"> • Support families and individuals from CALD backgrounds complex needs by providing advocacy, referral and practical support. • Protect client data and maintain confidentiality. • Maintain sector network relationships and contacts to assist in casework resolution. • Provide advocacy on individual and community issues and assist and empower clients to become independent members of the community. 	<ul style="list-style-type: none"> • Support is provided in a timely manner with case notes maintained. • Client confidentiality is maintained at all times. • Attend appropriate meetings and engagement with sector organisations. • Community awareness of relevant issues is increased by Refugee Hub programmes and presentations. • Clients informed and empowered.
2. Collaboration	<ul style="list-style-type: none"> • Work collaboratively with staff from DARA's Refugee Hub to ensure refugee and asylum seeker clients are provided with the direct and indirect supports they require. • Participate in joint service planning with the Director and Refugee Hub staff to develop programs that address vulnerabilities in the CALD community. 	<ul style="list-style-type: none"> • Effective collaboration between Case work and programme implementation. • Participation in meetings as scheduled.

3. Other	<ul style="list-style-type: none"> Other duties as directed by your direct supervisor from time to time. Maintain awareness, understanding and compliance with WHS policies and employee responsibilities in relation to WHS legislations. 	<ul style="list-style-type: none"> Ensure all legislative requirements are adhered to. Ensure CatholicCare and diocesan policies and procedures are adhered to.
5. Confidentiality	<ul style="list-style-type: none"> Maintain absolute confidentiality at all times in relation to the clients and the operation of the service. 	<ul style="list-style-type: none"> Confidentiality is maintained in regards to clients, staff and service operations.

13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
1. Director	As required for service planning and devlivery
2. Assistant Director	Direct Reporting
3. DARA Staff	Working in close collaboration for intake and referral
4. Other Stakeholders	As required for successful service delivery

14. SIGNIFICANT CHALLENGES

What?	Why?
Assisting a range of clients with diverse needs	<ul style="list-style-type: none"> Diversity of CALD clients Multiple stakeholders involved in the sector
Time management and constraints	<ul style="list-style-type: none"> Effective appointment scheduling in response to complex cases and their needs. Client needs and compliance deadlines
Record keeping	<ul style="list-style-type: none"> Maintaining accurate and detailed files, both manual and electronic, whilst managing time constraints. Responding to the legal requirements of client needs Establishing procedures documentation for staff / volunteers to action when caseworker absent.

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

REMUNERATION

Remuneration will normally consist of:

Base Salary, plus,
9.5% Superannuation

Remuneration packages may vary. Some packages may also include:

Motor Vehicle
Mobile Phone
Laptop

All eligible employees have the option to salary sacrifice base salary for \$15,898 tax free benefits.

16. LEGISLATION & CATHOLICCARE POLICY

Staff must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- take reasonable action to familiarise himself / herself with CatholicCare policies and procedures., and compliance with WH&S laws and regulations;
- not take advantage of their role in CatholicCare for personal gain;
- take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

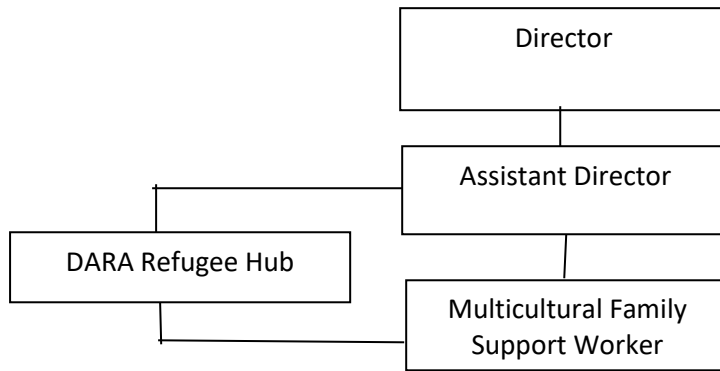
17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/clients in a correct manner
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / clients.

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18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)



P.D Last Reviewed 1/3/19

Next Review is due on 30/6/19

19. SIGNATURES

DATE:

OCCUPANT

SUPERVISOR

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