

POSITION DESCRIPTION

1. POSITION Supported Independent Living Team Support Worker	2. POSITION LOCATION Mayfield, Maitland, Taree and other CatholicCare locations	3. DIRECT MANAGER Supported Independent Living Team Leader
4. SERVICE AREA Supported Independent Living Program	5. CLASSIFICATION SCHADS Level 4	6. POSITION STATUS Permanent Full-time and Part-time
7. POSITION SUMMARY		
<p>The Support Independent Living (SIL) program provides a transitional service for young people moving from statutory care into independent living and adulthood. The program is responsible for providing practical and emotional support for young people aged 16 – 20. It ensures that 2-year plans are formulated (and regularly reviewed) in consultation with the young person and their community of supports while also meeting all statutory requirements. There is a focus on supporting and encouraging young people to participate in daily living skills activities and competency-based programs which will empower them to live independently and assist them to identify and move closer towards their aspirations.</p> <p>The SIL Team Support roles are designed to assist the Case Manager roles in the complex work with the young people and supporting the competency - based programs. It involves developing strong working relationships with the young people and the wider SIL team. There is a major administrative aspect to this role including enabling young people to set up and furnish their new homes and ensuring systems are in place to ensure their sustainability in their homes e.g. Direct debiting for rent and other regular costs. It requires the completion of accurate, timely and well written case notes and other documentation. The position requires well developed communication and computer skills.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A commitment to the Vision, Mission and Values of CatholicCare. • Certificate level qualification in social welfare or currently undertaking or significant work history within a similar role • An understanding of the impact of disadvantage on individuals, families and communities. • A demonstrated understanding of the NSW Permanency Support Program and the needs of the young people in the program. • An understanding of the SIL Program and how it can support the Permanency Support Program. • Ability to help support, empower and enable young people to become independent and the best version of themselves. • Very well-developed verbal and written communication skills. • A commitment to teamwork approaches and the ability to work independently and proactively. 		

- Demonstrated time management skills.
- A demonstrated ability to self-reflect and to engage in and grow from reflective practices sessions in both a group and one on one environment.
- Willingness to be available for on call roster and rotated weekend or after-hours work.
- Ability to undertake various administrative tasks to a high standard, for example, data entry, report writing, purchasing, filing and scheduling within a busy environment.
- Excellent skills in implementing strategies that promote emotional and developmental well-being in young people who have experienced complex trauma.

Desirable

- Knowledge of childhood trauma and development theory and the impacts on young people in their adolescent years and beyond.
- Experience working with people from a Culturally & Linguistically Diverse and Aboriginal and Torres Strait Islander background.
- Experience working with youth who demonstrate challenging behaviour.
- Experience in working from a strengths-based perspective.

9. QUALIFICATIONS / LICENCES

- Qualification in Community Service Welfare, Youth Work, Child and Family studies or a related field, preferably at Diploma level (working towards) or extensive experience working with young people.
- Current driver licence and use of own vehicle with comprehensive car insurance.
- Current paid Working with Children Check

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 a range of child and family services, youth and mental health services and a Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

11. MISSION – VISION – VALUES

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 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'.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement
Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
<p>1. Provision of administrative casework support</p>	<ul style="list-style-type: none"> • Ensure that all Case Notes and related documentation are completed and updated onto CTARS within appropriate timeframes • Provision of confidential casework support and other general support across the team. • Support the case manager in the provision of competency - based programs for Young Persons • Research other supports available for young people in the SIL program. • Updating databases and spreadsheets. • Obtaining quotes and making bookings. • Purchasing online • Minute taking during meetings. • Data entry into electronic case management tool. • Completion of file templates and letter templates. • Assist in the research and preparation of documents and services e.g. subpoenas primarily for the SIL program but occasionally across the other PSP programs. 	<ul style="list-style-type: none"> • All case notes and documents are recorded accurately and on time • Work tasks are completed in timeframes set by Team Leaders. • Demonstrated proactive identification and completion of tasks that fall within the role.

	<ul style="list-style-type: none"> • Attend internal and external meetings as required to support the young person 	
<p>2. Provision of non-administrative Teamwork support</p>	<ul style="list-style-type: none"> • Positively contribute to the work environment at the team and organisational levels, through effective professional working relationships and active participation in appropriate work groups. • Supporting young people to attend various appointments. • Provision of transport for young people to necessary locations. • Attendance as secondary worker at meetings, home visits and information sessions. • Undertaking mentoring activities and direct general support tasks as per young person's case plan or needs identified by the Case Manager. • Provide direct support to young people in developing capacity for independence eg opening bank account for the first time, accessing, cleaning skills, shopping within a budget. • Maintain accurate, up to date client focussed records of all interactions and progress in accordance with CatholicCare workplace policies. • Assisting with the provision of group training events for young people. • Support young people to make positive 	<ul style="list-style-type: none"> • Communication and general work ethic reflect and promote the professionalism of the SIL program. • Young People, Team Leaders and Case Managers are well supported by the team support workers. • Young people develop independent living and self-care skills and sustainable housing arrangements.

	<p>decisions and maintain suitable housing.</p> <ul style="list-style-type: none"> • Provide after hours on call support as a member of the Supported Independent Living program • Other duties within the scope of the position that may be assigned from time to time 	
3. General	<ul style="list-style-type: none"> • Abide by all CatholicCare and Diocesan policies and procedures, including mandatory reporting legislation and Diocesan Child Protection Policy • Participate in organisational events, development and strategic planning activities. • Provide information on program services and community supports as required. • Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities. • Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures. 	<ul style="list-style-type: none"> • Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Conduct • Information is provided to relevant bodies regarding children at risk in a timely manner. • Relevant meetings and events attended. • Staff member practices a positive working relationship with colleagues. • HR documentation is completed at the minimum frequency with evidence available that staff member contributed to the process. <p>WHS best practice is promoted in the workplace</p>

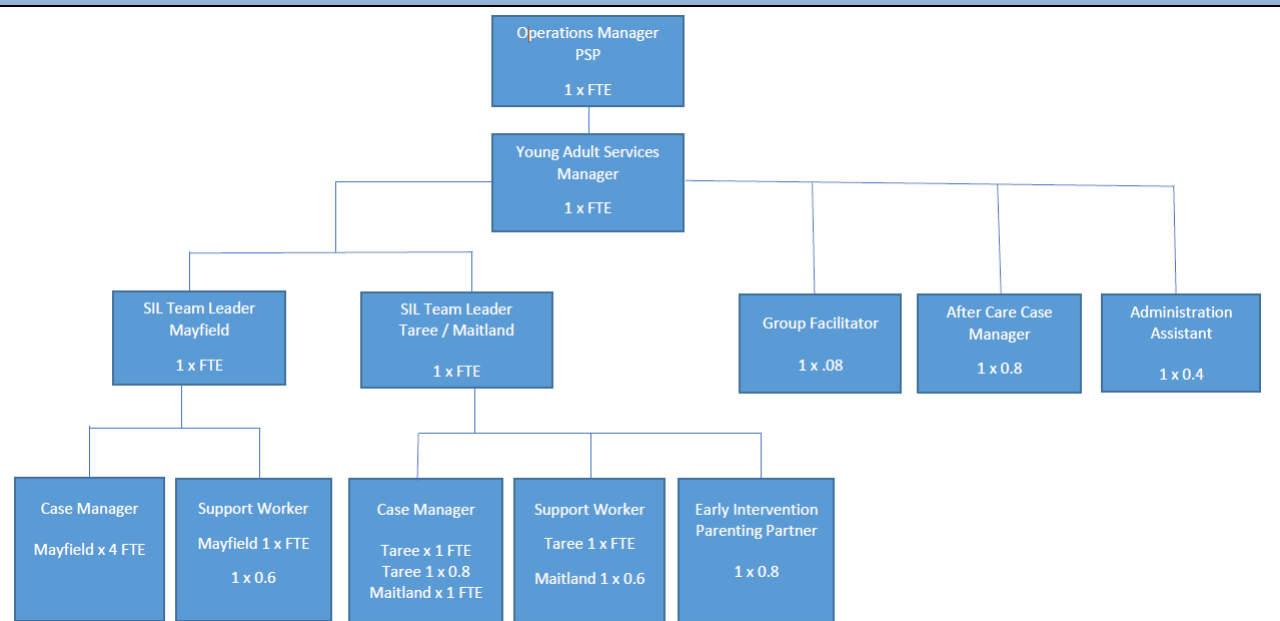
13. Key Relationships & Communications

1. SIL Team Leader	Frequently for work plan adjustments and prioritisation of work. Line management purposes such as direct supervision and support.
2. SIL Case Managers	Frequently, in conjunction with the Team Leaders regarding work plan adjustments in line with changes in the Young Peoples circumstances.
2. Young Adult Services Manager	As required for issues that arise that cannot be resolved by Team Leader and for Key Issues reporting.

3. Partner Agencies and other stakeholders	As required for successful coordination, referral and communication
14. SIGNIFICANT CHALLENGES	
What?	Why?
Develop a strong working knowledge of the SIL and PSP policies and procedures whilst undertaking a busy, flexible role which support the wider team.	To ensure the professional completion of key delegated tasks.
Consistently high workloads in a complex, fast paced, sometimes chaotic and changing environment.	The funding body (DCJ) requirements, evolving policy and procedures impact SIL providers. Most of the young people accessing the program have been impacted by trauma and can be volatile and reactive. They have been disadvantaged through no fault of their own.
Change Management	CatholicCare is undergoing significant changes, to meet new challenges and be responsive to government policy direction. This may require fresh and innovative approaches to service delivery.
15. EMPLOYMENT CONDITIONS	
<p>All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.</p> <p>In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.</p>	
16. LEGISLATION & CATHOLIC CARE POLICY	
<p>Occupants must:</p> <ul style="list-style-type: none"> • 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. • Hold a current driver licence. • 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	
<p>Employees must:</p> <ul style="list-style-type: none"> • 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
- Work with residents/People We Support in line with relevant legislation
- 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 / People We Support

18. ORGANISATIONAL CHART



Position Description last reviewed:	26/8/2020	Next review due:	26/8/2021
Occupant Name:		Occupant Signature:	
Date:			