

1. Position Identification

Title:	Family Support Worker
Location:	Indigo Junction Service
Level:	Social, Community, Home Care and Disability Services Industry Award 2010 – Crisis Accommodation Employee - Level 1
Hours of Work	As per roster
Date effective:	6th July 2020

2. Reporting Relationships

Responsible To (immediate Supervisor)	Family Service Manager
Number of Staff Positions (directly supervised)	Nil
Number of Staff Positions (indirectly supervised)	Nil

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

WE BELIEVE...

Everyone has the right to a safe place to live and grow.

WE WILL...

Indigo Junction will:

- Offer safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation
- Support our client's development towards self sufficiency
- Use our voice to advocate for social change

OUR SERVICE IS...

Dedicated Respectful Innovative Informed Collaborative

4. The key objectives of this position are:

- To provide supported crisis and transitional accommodation and related support services for families who have experienced a crisis resulting in homelessness.
- To ensure clients are safe, supported and increase their knowledge and confidence to reduce the likelihood of future crises.
- To support families towards more independent living by empowering them with life skills.
- To ensure client outcomes are optimised through the services participation in local coordinated interagency responses.

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures Manual.
- Operate within the Indigo Junction Staff Code of Conduct.
- Operate in accordance with CPFSS Service Standards and funding contract requirements.
- Work within the principles set out in the Indigo Junction Case Management Framework under the direction of the Manager Family Service.
- Report to the Manager on the day to day operation of the Family Service.
- Other duties as directed by the senior staff.

Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
- Under the direction of the Manager, provide informal counselling/emotional support to clients.
- Perform routine tasks as specified that support the daily operations of the service.
- Assist with the delivery of client living skills programs.
- Provide information, advocacy and referral services for clients, and provide practical support for them to access those services.

6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent.	✓	
<i>b) Experience and knowledge</i>		
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with people in crisis.	✓	

A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and other crisis.	✓	
Understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with people from diverse backgrounds.	✓	
Experience in responding to alcohol and drug problems.		✓
<i>c) Skills and attributes</i>		
High level of interpersonal skills.	✓	
High level communication skills, both written and oral.	✓	
High level negotiation and advocacy skills.	✓	
Sound self-management, time management and organisational skills.	✓	
Sound records management relating to organisational and client records.	✓	
<i>d) Training and/or licences and/or clearances</i>	<i>Essential</i>	<i>Desirable</i>
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____
Family Support Worker

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

Signature: _____
Chief Executive Officer

Date: _____

