

POSITION DESCRIPTION

Title: Family Connection and Mentor Support Worker

Enterprise Agreement: Social, Community, Home Care and Disability Award

Classification: Community Service Worker Level 2

Usual hours of work: Casual (variable hours).

Position Objective:

To provide safe, supportive, and trauma-informed services to children and young people within the Permanency Support Program.

Role Description:

To supervise, support and care for children and young people with differing needs in various settings, not limited to supervising family time, transportation, mentoring, crisis support and alternate care arrangements.

Primary Responsibilities:

Values, Sanctuary and Culturally Inclusive Practice

- Commit to training in the trauma-informed Sanctuary Model and implementing this model of care in day-to-day work with young people and all members of their Care Team.
- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Demonstrated commitment to implementation of the Sanctuary Model.
- Advocate for the needs of Aboriginal young people and extended families in care.
- Maintain respectful relationships with stakeholders, government departments and the community to provide an integrated approach to service delivery.

Supporting our children and young people and their carers

- Supervise, monitor, and support family time arrangements for children and young people with their parents, family, and kin to ensure that the visits are safe and positive for children and young people.
- Transport children and young people to scheduled visits, appointments, and other regular transport requirements.

- Build caring relationships with children and young people to support their ongoing safety and developmental well-being, including promoting self-esteem, appropriate health, diet, exercise, hygiene, sexual and personal development.
- Assist young people in developing appropriate living skills in healthy meal preparation and domestic chores, e.g., washing, cleaning, gardening, and daily household management.
- Implement and maintain therapeutic approaches to support children and young people under the guidance of a Therapeutic Specialist.
- Monitor children and young people's physical, emotional, cultural, psychological, and moral safety.
- Maintain positive and therapeutic relationships with the child or young person's carers, parents, family, and kin within the young person's support networks.
- Work closely with the child or young person to act as an advocate and ensure their voice is captured in all case planning considerations.
- Understand and respond empathically to children and young people who have had prior experiences of harm, abuse, and significant adversity.
- In addition to these responsibilities and duties, you are expected to undertake other responsibilities and duties as may be assigned by Anglicare from time to time.

Provide prompt and courteous service to all children and families

- Promote a sense of belonging through engaging in meaningful, respectful, and reciprocal interactions.
- Acknowledge families as a valuable resource and develop and maintain positive relationships with them based on mutual respect and open communication.
- Model appropriate ways of interacting, speaking, and listening to children and young people during family time visits to promote parenting capacity.

Administration, Supervision and Record keeping

- To keep accurate records, files and reporting requirements consistently and clearly that meet all legislative requirements, regulations, standards and organisational policy and procedures, including but not limited to case notes, family time reports, and incident reports.
- Ensure that written records are completed and submitted within the required timeframes.
- Work in compliance with Workplace Health and Safety legislation, including reporting and investigation.
- Actively engage and participate in Sanctuary supervision with your line manager.
- Work in accordance with Anglicare's overarching operational priorities and relevant policies and procedures.
- Commitment to training and participating in professional development activities.

Qualifications:	<p>Essential: Certificate IV in youth work, community services or Childcare.</p> <p>Desirable: Diploma of Community Services or working towards</p>
Key skills and experience:	<ul style="list-style-type: none"> • Practical working experience with children, young people and/or families in a community service setting. • Demonstrated theoretical understanding of the needs of vulnerable children, young people, and their families. • Practice skills in working with children, young people, and their families in a trauma-informed way. • Demonstrated ability to be self-regulated in response to young people who may be distressed or experiencing heightened emotions. • The ability to take direction and work collaboratively within a team. • Competent writing skills and verbal communication skills.
Key knowledge areas:	<p>This includes areas of specialist knowledge or expertise such as nursing, training, accounting, finance, legislation, training, human resources, marketing, etc.</p> <p>For example:</p> <ul style="list-style-type: none"> • NSW Child Safe Standards for Permanent Care. • Knowledge of inter-generational trauma and its impact on Aboriginal people, families, and communities. • Practical understanding and knowledge of child and adolescent development and the impact on the development of relational trauma and abuse. • Understanding of the Early Years Learning Framework and My Time Our Place Framework
Other Requirements	<ul style="list-style-type: none"> • A current Working with Children Check, • First Aid Certificate, • Drivers Licence • This role may involve travel to our regional communities. • Full Covid vaccination status • Willingness to undertake other training relevant to the position as required.
Reports to:	PSP Manager, PSP Coordinator or Senior Case Manager
Direct reports:	No Direct Reports