



## POSITION DESCRIPTION

<b>Title:</b>	Support Worker
<b>Business Unit:</b>	CYF Residential Services
<b>Location:</b>	Victoria
<b>Employment Type:</b>	Part time and Casual
<b>Reports to:</b>	Team Leader

### ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### POSITION PURPOSE

To provide high quality care and support within a 24 hour residential setting to children and young people who can no longer live with their families.

### SCOPE

**Budget:** Nil

**People:** Nil

**Relationships:**

Internal:

- All CYF residential staff
- All corporate support services staff

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External:

- Clients and their families
- Government funding bodies

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## KEY RESPONSIBILITY AREAS

### Service delivery

- Be the primary carer responsible for the young people
- Ensure young people's rights and interests are protected at all times
- Demonstrate respect for young people at all times
- Demonstrate empathy and resilience
- Identify needs and assist in the design and implementation of plans for each young person
- Ensure the duty of care is undertaken in a professional manner with due regard to relevant Uniting and DHHS policies and procedures
- Maintain a high standard of supportive and therapeutic care to meet the physical, emotional and social needs of the young people, ensuring their safety and wellbeing
- Be an effective and appropriate role model for the young people in areas such as developing and maintaining relationships, conflict resolution, goal setting and completing tasks

### Communication

- Actively listen and ask appropriate questions when working with young people
- Speak politely and explain issues clearly to young people
- Communicate appropriately and professionally with young people

### Teamwork

- Maintain and understand own role in achieving organisational mission
- Follow work plans and prioritises key tasks
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support team members

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## PERFORMANCE INDICATORS

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### PERSON SPECIFICATION

#### Qualifications/Licenses

- Essential: Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care). A Certificate IV in Youth Work, Community Services, Protective Care, Social Work or related disciplines is acceptable with the addition of the appropriate skill set added.
- Essential: Current valid driver's license
- Desirable: Current first aid level 2 (including CPR)

#### Experience

- Desirable: Experience in the residential and community services field and in the provision of care and support to children in 'out of home care'
- Desirable: Experience and demonstrated ability to work with young people who have experienced past trauma and abuse which may manifest in behavioural difficulties

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for clients
- **Professionalism:** Execute day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Value diversity as a strength and positively utilise diversity
- **Client Focused:** Prioritise needs of clients
- **Communication:** Clear communication skills

This position description is subject to review and may change in accordance with Uniting's operational, service and customer requirements.

<b>Employee</b>		<b>Manager Name:</b>	
<b>Name:</b>		<b>Title:</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>			

Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any ~~yd~~ paid, unpaid work or participation in any service or undertaking.

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