

"Helping people through the hard times"

Anglicare Northern Inland values all persons as being made in the image of God and is committed to providing service which is person centred, accessible to all, recognises the uniqueness of each individual and treats them with dignity regardless of their age, cultural identity, belief systems, sexuality, disability or socio- economic circumstances.

Hope For Life Support Worker Position Description

Hope For Life is a pilot programme and is a specialised service that is an advocate for the unborn child of teenage parents. It has an early intervention focus designed to assist teen mothers and their support circle to develop a healthy family environment. A priority of the program is on aboriginal pregnant teenagers to offer support during this challenging, anxious and unknown period of their lives.

The region serviced includes:

- Moree
- Narrabri
- Wee Waa
- Inverell
- Boggabilla
- Mungindi



Position Details

Position Title: Support Worker

Position Level: Level 3- Pay Point 1

Hourly rate: \$25.37

Award: Social, Community, Home Care and Disability Services Industry Modern Award (2010)

Employment Type: Permanent part-time

Hours of Work: 24 hrs/fortnight

Duration: Date of commencement to 24 December 2017 (the position may be extended subject to funding)

Anglicare Northern Inland is a provider of non-clinical mental health and community support service in the Northern region of New South Wales. We bring programme diversity, a commitment to quality and intent to facilitate self-sufficiency for all who utilise our services.

Anglicare Northern Inland works in local communities to help people in their journey toward their goal and our services are designed to support people in the way that suits them best.

As a caring Christian organisation we seek to facilitate change: in people's lives; in the local community; and in society as a whole. Through the influence of counselling, education, community support and local parish cooperation we facilitate, encourage and enable people to find healing and reconciliation within themselves and in relationships. Such change facilitates a positive influence on the individual, the local community and society at large.

Within the context of the *Hope For Life* programme Anglicare Northern Inland's:

Vision is:

Christians offering hope to teenagers expecting a baby

Mission is:

Christians promoting life, providing support and empowering future parents

Aim is:

1. To value unborn children by supporting their teenage parents and their support circle in developing a healthy family environment with the resources they have.
2. To strive for teenage participants to receive excellent focused service delivery and support during their pregnancy.
3. To deliver Christian service and values to service providers and participants through the actions and care of the organisations staff.
4. To ensure *Hope For Life* gains the reputation as being the place to go when you are a pregnant teen.

Anglicare Northern Inland:

- Values the uniqueness, worth and dignity of individuals, healthy relationships, holistic healing and individual strengths; and
- Believes in inclusion, partnership, diversity, recovery; and
- Supporting people in their personal journeys.

Position Summary

The Support Worker has a key role in successfully delivering the *Hope For Life* programme. The programme will assist the family to cope positively with the impending birth of their child. Further to this it will assist in reducing abortion, promote attendance at school, and reduce possible child protection risks.

As the Support Worker you will support the Team Leader in delivering case plans for teenagers who are pregnant, assist with the development of support structures to pregnant teenagers and aid in ensuring a positive pregnancy, with appropriate supports put in place at birth and beyond.

A commitment to person oriented/centred practice is essential as are strong skills in record keeping, information management and negotiation.

Relationships and Authority

Reports to: The HFL Team Leader - Anglicare Northern Inland .

Accountable to: CEO Anglicare Northern Inland

You will operate under direction from the Team Leader and undertake a range of functions according to operational policies, practices and guidelines. Solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice will be available on complex or unusual matters.

Organisational Accountabilities

As a Support Worker with Anglicare Northern Inland, you agree to-

- Abide by Anglicare Northern Inland procedures and policies
- Comply with and actively ensure the health, safety and wellbeing of yourself and others at work in accordance with Work Health and Safety as described in Anglicare Northern Inland's policy
- Understand and abide by the Anglicare Northern Inland Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times
- Engage in sustaining a culture of continuous quality improvement
- Work within the vision, mission, and values of Anglicare Northern Inland

Key Performance Indicators

Case Coordination:

- Identify new or different services and supports for participants
- Work to make existing services and supports more effective
- Broker and facilitate access to services and supports
- Work with other agencies to identify and provide services

Care Co-ordination:

- Identify and develop partnerships and protocols to facilitate and extend support and service opportunities
- Improve referral pathways to the range of services and supports needed by the HFL target group
- identify service gaps and work collaboratively to respond to these limitations

General

- Compliance with selection criteria and position description
- Compliance with ANI policies
- Compliance with HFL procedures and practices
- Maintain client and other service delivery records

Key Tasks and Responsibilities

As a Support Worker you will be required to contribute toward the achievement of the objectives of the program. You will require a good understanding of the long-term goals of HFL and ANI, and have a good understanding of ANI policies and procedures. You will provide advice and assistance relevant to the work area and have detailed knowledge of HFL programme activities. Work practices and tasks include, but are not limited to:

- Receiving and reviewing referrals that come to the HFL programme and assess referred individuals against defined inclusion criteria;

- Undertaking an assessment of the needs of HFL participants (which may involve engaging with appropriately trained specialists to determine the client's clinical needs);
- In collaboration with carers and families, as is appropriate, regularly review their HFL Case Plan to enable the necessary engagement and integration of required services identified in the needs assessment (the Plan should sequence and prioritise efforts to gain access to services and supports so as to ensure a coherent and logical pathway);
- Engaging with existing service providers that may have a role in the support of the participant, and ensure their support focus is maintained;
- During pregnancy be a point of contact for HFL participants, their families and carers when service arrangements are not working or the participant becomes disconnected from required supports;
- Maintaining the necessary reporting and information provision to the HFL Team Leader to ensure effective administration of governance arrangements;
- Having a role in the collection of qualitative and quantitative data for the purposes of monitoring, reporting and evaluation of the initiative; and
- Working within ethical and social justice practices including maintaining client confidentiality

Personal Attributes

As a Support Worker you will be required to:

- have excellent interpersonal skills, be non-judgemental, a willingness to listen, and display empathy;
- critically evaluate and improve your work practice;
- be resilient and prepared to adjust to challenging situations when required;
- know when to use humour;
- be people focused, consumer-facing and work collaboratively in various partnerships;
- value diversity;
- be committed to professional and ethical conduct;
- strive for excellence; and
- be respectful at all times.

Skills

As a Support Worker you will be required to:

- be proficient with technology, including computers, and have a workable knowledge of databases;
- work independently, and as part of a team;
- obtain working knowledge of programmes that can assist the HFL target group;
- have demonstrated problem solving skills;
- apply person centred practices to your daily work; and
- effectively prioritise, organise and plan your work day.

Key Selection Criteria

As a Support Worker you will be responsible for working with people who present with complex issues. As such, the following selection criteria will be considered:

1. This is an identified *Aboriginal position.
2. In line with ANI's mission and values the position will suit a committed practicing Christian with consistent Church involvement.

3. An appropriate level of experience and knowledge of pregnancy, child birth and associated issues, demonstrated through previous employment, service and/or study.
4. Demonstrated understanding of the challenges faced by pregnant teenagers.
5. Well-developed communication, negotiation and advocacy skills.
6. Demonstrated experience in dealing with people in crisis.
7. Demonstrated understanding of and experience in, implementing case plans.
8. Experience in fostering and sustaining partnerships and collaborations with multiple agencies to achieve positive results for consumers.
9. Capacity to coordinate participant directed care.
10. Demonstrated experience working with Aboriginal communities including;
 - an understanding of the issues affecting Aboriginal and/or Torres Strait Islander people
 - an ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.

Desirable:

1. Relevant social work or other qualifications.
2. Demonstrated experience and knowledge of teenage pregnancy.
3. An understanding and/or knowledge of the NSW education system.

Required (prior to commencement of position)

- Current Australian Driver's Licence and a willingness to travel (this may include some absences from home) as required from time to time,
- Working With Children Check,
- National Criminal History Check

*An Aboriginal or Torres Strait Islander is a person of Aboriginal or Torres Strait Islander descent who identifies as an Aboriginal or Torres Strait Islander and is accepted as such by the community in which he [or she] lives.

Department of Aboriginal Affairs, *Report on a Review of the Administration of the Working Definition of Aboriginal and Torres Strait Islanders* (1981), Commonwealth of Australia, Canberra, cited in J Gardiner-Garden, *The Definition of Aboriginality: Research Note 18, 2000–01* (2000) Parliament of Australia, 2.

PLEASE NOTE:

Anglicare Northern Inland offers employees the opportunity to salary sacrifice.

All potential employees are informed that working for Hope For Life and supporting teenagers in their pregnancy may attract some unwanted personal comments toward the employee and the organisation by the community and family members.

Hope For Life Support Worker Duties Statement

- Participate in developing and delivering high quality case plans for *Hope For Life* participants
- Develop and maintain supportive/mentoring relationships with the participants
- Maintain a responsible, respectful and appropriate relationship with participants.
- Engage with participants families or carers to promote positive outcomes.
- Meet regularly with the participants and family or carers to review case plans
- Ensure participants and family or carers views are represented.
- Support and maintain client welfare and interest at all times.
- Be an advocate for full term pregnancy.
- Encourage participants to acquire the skills to be self-sufficient i.e. don't do for the person or family what the person or family can do for themselves.
- Liaise and develop relationships with local support services.
- Refer participants to appropriate services as needed.
- Report child protection concerns to Family and Community Services NSW.
- Understand and comply with relevant ANI and funding and legislative body requirements.
- Maintain records according to ANI and funding body procedures and requirements.
- Provide all requisite data on a timely basis to the HFL Team Leader.
- Communicate effectively and honestly with all staff and participants in an appropriate manner.
- Promote a positive image of ANI in the wider community and promote the work of *Hope For Life*.
- Comply with ANI staff code of conduct
- Apply and uphold principals of equity and anti-discrimination in the workplace.
- Co-operate with the ANI Management and Moree Centre Co-ordinator.
- Understand and apply ANI procedures regarding personal safety.
- Contribute toward a safe, efficient and positive work environment.
- Comply with Work Health and Safety requirements.
- Attend supervision as arranged.
- Attend staff meetings (centre and combined) as arranged.
- Attend internal and external professional development courses as available/practicable.
- Attend the annual staff retreat as available/practicable.
- Participate in annual staff assessment.
- Participate in Continuous Quality Improvement process.
- Maintain own personal and professional development.
- Regularly access acknowledged, pertinent and related professional reading regarding the target demographic (including those containing a Christian view).