



POSITION DESCRIPTION

Support Worker – Community Detention Program

TITLE	Support Worker – Community Detention Program
LOCATION	Romero Centre
CLASSIFICATION	Level 3 – Fixed Term
REPORTING RELATIONSHIP/S	Coordinator-Community Detention Program

OUR PURPOSE AND VALUES

Mercy Family Services exists to empower and strengthen disadvantaged and vulnerable children, young people and families in a society that is inequitable, diverse and changing.

We do this by delivering quality innovative services so that children, young people and families feel valued, connected, strengthened and have hope for the future.

Our Values underpin all responsibilities of this position, and are based on the ethos and mission of the Sisters of Mercy Brisbane and are in alignment with Catholic Social Teachings.

Hope in each person **Social Justice** for all people **Safety** in all our actions

Respect for each person **Excellence** for the benefit of all.

POSITION PURPOSE

This role is responsible for the support of Community Detention clients and their families to ensure that the needs of people in the program are met.

Through needs based case work, minors within the program are supported with particular focus on their educational needs, assisting them to participate in Australian life, while at the same time maintaining links with their own culture and community.

KEY PERFORMANCE REQUIREMENTS

1. Service Delivery	<ul style="list-style-type: none"> • To work holistically with children, adults and families through developing and implementing culturally sensitive case plans that respond to their expressed needs with regards to their individual wellbeing. • Implement culturally supportive case plans in consultation with the young person and their carer where appropriate to ensure their needs are being met. • To work holistically and sensitively with families and young people to assist them access community resources to improve their wellbeing. • Mentor, support and supervise young people and role model MFS Values and frameworks. • To develop and maintain a positive working relationship with key workers in other agencies, who provide services to, or have contact with clients. • Assist with information to the Australian Red Cross and Department of Immigration on the current status of clients, whenever a change occurs. • Provide verbal and written reports and communicate significant matters as required by the Australian Red Cross and Department of Immigration, program and line manager.
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	<ul style="list-style-type: none"> • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Work as an effective team member in accordance with Mercy Family Services mission, purpose and values.
<p>2. Documentation, Quality Systems & Continuous Improvement</p>	<ul style="list-style-type: none"> • Comply with all Mercy Family Services policy and procedures. • Perform duties in accordance with organisational requirements. • Ensure documentation is created, stored and archived in line with organisational requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved, in consultation with the Co-ordinator-Community Detention. • Assist with the release of personal, private or confidential information in line with the MFS Privacy Policy, privacy legislation and the Child Protection Act, and in consultation with the Co-ordinator-Community Detention. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MFS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
<p>3. Workplace Health & Safety</p>	<ul style="list-style-type: none"> • Adhere to safe work practices at all times. • Implement systems to ensure a safe workplace for all staff and members of the public. • Report incidents and hazards immediately, in line with organisational procedures. • Take immediate action to address identified/reported workplace health and safety matters in line with the hierarchy of controls/organisational requirements.
<p>4. Other Duties</p>	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular professional supervision sessions. • Other activities as directed.

POSITION REQUIREMENTS	
Required to have	Beneficial to have
<ul style="list-style-type: none"> • Relevant tertiary qualifications and/or significant experience and skills in working with young people and people from refugee and cultural background • Demonstrated ability to deliver services to young people and families from different cultural backgrounds. • Demonstrated excellent written and verbal communication skills. • Demonstrated ability to use basic computer IT systems including MS Word and Excel. 	<ul style="list-style-type: none"> • Knowledge of, or ability to, communicate in a second language and/or use of interpreters.



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| <ul style="list-style-type: none">• Queensland Provisional Green or above Driver’s License.• Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required. | |
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KEY SELECTION CRITERIA	
1.	Demonstrated high level knowledge and skills in the delivery of casework services to children, young people and families, including knowledge and skills in the assessment of the needs of vulnerable clients.
2.	Demonstrated experience and skills in working cross culturally with culturally and linguistically diverse young people, families and communities.
3.	Well developed interpersonal and written communication skills, including demonstrated ability to communicate effectively and sensitively with a broad range of people in a variety of settings on an individual, family, group or community basis.
4.	The ability to work as a member of a team in relation to this service and the wider network of Departmental and other agencies who link with this service.
5.	Willing and able to work within a Christian context and Mercy Family Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____