

POSITION DESCRIPTION

Position:	Family Contact Supervisor / Mentor
Hours:	Shift Work / Variable
Salary:	SCHADS Award Grade 3 Level 1-4 Full Time Base Salary \$57,120.44 to \$61,292.40
Terms of engagement:	Various Fixed Term Casual
Location:	Various Locations Northern Rivers, and Mid North Coast NSW
Responsible to:	NPSS Coordinator / NPSS Admin Support
Essential Criteria:	A diploma qualification in youth work/Welfare/Community Services/Disability Services or related fields or equivalent experience in a relevant sector with a willingness to obtain.
Licences:	Essential Requirement Current Australian State or Territory Drivers Licence, Current NSW Working with Children's Check and Current First Aid, Criminal History Check
Vision:	<i>Giving Hope, Nurturing Dreams, Inspiring Youth to Thrive.</i>

Benefits:

- CASPA actively supports staff to have a healthy work life balance
- Our Program Support workers are paid competitively at SCHADS Level 3
- Free gym membership to support your wellbeing
- An In-House team of therapists and clinicians to support your training and development and personal wellbeing in the workplace
- Access to internal and external training opportunities and workplace mentoring
- Great professional development opportunities for those who want career progression
- An Employee Assistance Program, a free and confidential counselling service
- An excellent end of year celebration to reward all carers and staff for their dedication and commitment to the role. Additionally, we promote team work and have a social approach to our work with lots of opportunities for connecting with each other for support
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

Advantage Salary Sacrificing – to find out more visit www.salary.com.au

Family Contact Supervisor's Key Responsibilities and Duties:

A Contact Supervisor will be responsible for facilitating and supervising meaningful family visits for children who are in out of home care, transport of children, young people and their families to supervised visitations and writing detailed and family centred observation report.

- Work with children, young people and their families who require support, to achieve goals identified as part of individual case plans and work independently to carry out the service
- Record all contact with service users including evidence based, observational reports of supervised visitations between child/ren and families using CASPA's case management system.
- Ensure compliance as a Mandatory Reporter and follow CASPA's child protection policy as well as legislative requirements.
- Provide safe transport to CASPA young people in line with CASPA policy and procedure
- Assist in the training of colleagues in Non Placement Support Services (NPSS) facilitation by overseeing shadow shifts (experienced staff only)
- Perform other ad hoc duties as identified by Supervisors and Managers
- Comply with all CASPA policies and procedures
- Other duties as reasonably directed by the CEO, NPSS Coordinator and NPSS Admin

Mentor's Key Responsibilities and Duties:

Provide person centred support to young people and young people with disabilities or mental health issues to enable them to participate in age appropriate activities, tasks and outings in the community. This support to be provided in home, residential or recreational setting.

- Participate in service planning processes for individuals and monitor the outcomes
- Support individuals to participate in age appropriate activities, tasks and outings in the community
- Ensure that all support activities undertaken are risk assessed, documented and reviewed
- Contribute to the development, implementation and evaluation of individual case plans
- Submit shift reports on the progress of the case plan
- Work with individuals, families, caseworkers and other professionals to support the client's individual goals
- Work with children with individual and complex needs such as autism and other disability and mental health diagnoses through individualised school, home and community based programs and support
- Assist with personal care as necessary
- Observing safety standards and protocols for that particular home and young person
- Assisting with homework and engaging in suitable activities
- Working with the child to learn life skills in a planned supported way
- Monitor the child's supply of clothing, footwear, school materials and other belongings
- Support the children and young people to maintain important links with their family of origin, friendship networks and the local community
- Other duties as reasonably directed by the CEO, NPSS Coordinator and NPSS Admin

Administration, report writing and compliance responsibilities

- Complete all documentation and communications in an accurate, professional and timely manner meeting legislative requirements and CASPA's expectations
- Comply with CASPA's organisational policies and procedures
- Ensure compliance as a Mandatory Reporter and follow CASPA's child protection policy as well as legislative requirements.

Our Program Support Workers are expected to establish a therapeutic care environment and positively manage the young person's behaviours by:

- Building rapport with the child and providing emotional support
- Providing the child with consistent messages in relation to the desired behaviours and outcomes that are directed within the child's case plan and overseen by the clinician
- Focussing on the child's positive behaviours through praise and encouragement
- Working together with the Clinical team and Caseworkers to develop therapeutic interventions that will assist the child with complex issues such as grief and loss, making friends, managing their feelings and keeping safe
- Encourage child in identifying tools that help them label and manage their emotions, such as art, recreation, writing and music
- Monitoring their own emotional state during the child's escalations and remaining calm
- Provide professional, flexible and accountable therapeutic care, supervision and support to children & young people in CASPA's programs
- Follow a strength based practice building the self-esteem of children and young people
- Provide appropriate role modelling which aligns with CASPA core values and demonstrates a person centred approach to care and support
- Work within CASPA's therapeutic trauma informed framework at all times
- Provide flexible conflict resolution opportunities where the need arises to avoid incidents
- Follow the individual Case Plans for each child and young person
- Assist with safe administration of medications as needed
- Be aware of and responsive to the routines and changing needs of children and young people
- Liaise with families within the protocols of the organisation

Participate and positively contribute to the CASPA team culture:

- Promote and reflect a positive profile of CASPA by providing high quality care and service at all times
- Develop professional working relationships with other stakeholders both internally and externally and ensure CASPA's integrity is maintained
- Attend and positively participate in all team meetings, supervision and training and development opportunities including clinical and mandatory training
- Provide feedback and work from a collaborative practice model
- Follow CASPA's agreed team approach at all times

Provide accurate and timely written reports to a high standard:

- Formalise observations of client contact in an informative and factually accurate written report within required timeframes

Compliance at all times with Child and Young Person Care and Protection Act 1998:

- Develop and maintain a safe, supportive and fair environment for children and young people in line with the parameters of the Child and Young Person Care and Protection Act and NSW Child Safe Standards for Permanent Care 2015 ensuring children's rights and responsibilities are upheld

- Have a thorough understanding of the United Nations Charter of Rights (Convention on the Rights of the Child) and ensure your work practices promote these at all times
- Demonstrate a commitment to social justice
- Report risk of harm concerns to the NPSS Coordinator and NPSS Admin team according to Mandatory Reporting Guidelines

Compliance at all times with CASPA's Policy and Procedures:

- Accountable and professional work practices in line with CASPA's vision, policy and procedures and program guidelines
- Uphold the sentiments within our mission statement
- Appropriate use of emergency on call support
- Compliance with CASPA's Code of Conduct, Confidentiality and Privacy provisions

Compliance with the WHS Act 2011 and NSW Anti-Discrimination Act 1977:

- Understand and observe the principles and provisions of the WHS Act 2011 and the Anti-Discrimination Act 1977
- Report all hazards, incidents, near incidents etc. to the NPSS Coordinator and NPSS Admin team in a timely manner
- Work collaboratively with other team members and management to promote a safe and secure work environment

Selection Criteria:

Essential requirements:

- A diploma qualification in youth work/Welfare/Community Services/Disability Services or related fields or equivalent experience in a relevant sector with a willingness to obtain. Demonstrated ability in working with Aboriginal people, their communities and organisations
- The ability to develop and maintain effective working relationships with stakeholders, other agencies and service providers
- Proficiency in high standard of report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner
- Demonstrated computer skills, including the use of all Microsoft Office applications
- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate as well as working as part of a wider team
- Personal organisation skills including time management and ability to prioritise competing demands
- Understanding of the importance of handling sensitive and confidential client or service information
- Clear Working with Children Check and National Police History Check
- Current, valid Driver's Licence and willingness to transport clients, and travel overnight in regional and interstate areas if required

Essential skills and attributes:

- Effective conflict resolution skills, negotiation, mediation and decision making skills
- Demonstrates initiative and an ability to problem solve
- High level literacy skills
- Effective communication skills including written and verbal communication with the ability to exercise these skills with people at all levels

I acknowledge that I fully understand the job description above and accept the duties of the position as stated.

Signed: Date:.....

Print Name