

# Support Worker

## Position

This position is within Child & Family. It is part of various team/s.

- This position reports to the Team Leader
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports:  
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

## Purpose

The purpose of this position is to support Child & Family teams to deliver services to clients in line with client plans to support them to live their best life.

## Focus

### To achieve this purpose, the position holder would typically

- Contribute to the development of client plans and support interventions with the support of senior staff.
- Support Child & Family Practitioners and other senior staff to coordinate contact visits and contact schedules, conduct contact visits and complete contact visit reports, as required and applicable to the service
- Provide transport for clients and carers, for example to appointments, school, or to contact visits, when required.
- Coordinate special events and programs such as school holiday programming, groups and Christmas parties, in consultation with the Team Leader.
- Coordinate and complete Home Safety Checks and other safety risk assessments, with the support of senior staff when required.
- Conduct home visits, when required.
- Provide care and supervision for children during meetings, training and visits.
- Advise the Child & Family Practitioner or Team Leader of any changes or concerns regarding the client, their home environment, their emotional or physical wellbeing, their services or care plan, or other risks, as soon as possible
- Document client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way
- Provide other administration support for the team as required, for example, meeting records, developing correspondence.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required
- Carry out sleepover or 24 hour care shifts, where children in care require emergency placement support.

<b>Outcomes</b>	<p><b>When things are going well we would expect to see these outcomes:</b></p> <ul style="list-style-type: none"> <li>• Client services are delivered in accordance with client plans</li> <li>• Effective feedback is provided to staff regarding clients to provide improved outcomes</li> <li>• Services are effectively and appropriately documented</li> <li>• Positive, professional working relationships are developed with clients</li> </ul>
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<b>Relationships</b>	<p><b>We work collaboratively with others, however this position works close closely with:</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;"> <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Child &amp; Family Practitioners</li> <li>• Senior Child &amp; Family Practitioner</li> </ul> </td> <td style="width: 50%;"> <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Clients</li> <li>• Birth families</li> <li>• Foster and kinship carers</li> </ul> </td> </tr> </table>	<p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Child &amp; Family Practitioners</li> <li>• Senior Child &amp; Family Practitioner</li> </ul>	<p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Clients</li> <li>• Birth families</li> <li>• Foster and kinship carers</li> </ul>
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<b>Individual</b>	<p><b>To achieve the position purpose and outcomes the position holder will need to have:</b></p> <ul style="list-style-type: none"> <li>• Certificate III or IV in community services, social work, youth work or similar or studying towards a degree in a related field</li> <li>• At least 12 months experience in a role or program supporting children and families where there have been child protection issues</li> <li>• An understanding of child protection issues, child development, and trauma</li> <li>• Ability to build strong client relationships based on trust</li> <li>• Ability to communicate effectively with a range of people of different ages and differing backgrounds and cultures</li> <li>• Ability to use technology based documentation systems</li> <li>• Ability to create clear, understandable client records</li> <li>• Ability to manage own time and competing priorities</li> <li>• Ability to work flexible hours, as sometime evening and weekend work will be required</li> </ul>
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<b>Travel</b>	<p><b>This position may require some flexibility in terms of travel or hours of work:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Overnight travel/stays may be required</li> <li><input checked="" type="checkbox"/> Some weekend work may be required</li> <li><input checked="" type="checkbox"/> Some evening work may be required</li> <li><input checked="" type="checkbox"/> Travel between office locations/regions may be required</li> <li><input checked="" type="checkbox"/> Travel to consumers (varied locations) may be required</li> <li><input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required</li> <li><input checked="" type="checkbox"/> Use of TBS pool cars may be required</li> </ul> <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</p>
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<b>Context</b>	<p><b>Those with knowledge of this position say the things that might make your day are:</b></p> <ul style="list-style-type: none"> <li>• Seeing positive changes in clients as they feel more stable and secure</li> <li>• Being able to positively influence a clients future</li> </ul> <p><b>Those with knowledge of this position say some key challenges you might experience are:</b></p> <ul style="list-style-type: none"> <li>• Balancing time to ensure that work is done well, within the allocated time</li> <li>• Working in environments where there are challenging domestic issues such as drug and alcohol use, mental health issues, and domestic violence</li> <li>• Finding the resilience to manage challenging client situations</li> <li>• Not getting too bogged down in the complexities of a particular case</li> </ul>
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**Approvals**

**Approver** Director, Human Resources      **Date:** 30 November 2016      **Position Code:** CFS035  
**Review history** V1.0 Release  
**Advertising** Community services, support worker, case work, social work/er, youth work/er, child protection

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.