



Position description

Title of the role:	Support Workers – Child Safety
Classification:	Level 3
Program Area:	Child Safety
Location:	Townsville
Reports to:	Senior Support Worker – Child Safety
Last Revised:	March 2019

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to a fair go
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Recovery Services

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental health issues and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

Position Summary

Wellways offers high-quality out of home support services for children and young people within Child Safety guidelines.

Working under the leadership and guidance of the Program Coordinator – Child Safety and supervised by the Senior Child Safety Support Worker, Child Safety Support Workers provide trauma informed care and support for young people in out of home care, in line with Wellways Child Safety Principles and Pathway. Care and support is delivered in line with the care plan and budget endorsed by Child Safety.

Specific accountabilities of the role include:

- Deliver trauma informed, family sensitive and culturally competent care that reflects Wellways Child Safety Practice Principles and Pathway
- Proactive engagement in reflective practice, supervision and training
- Work with young people on the development and implementation of care/support, cultural and transition plans
- Work collaboratively with young people and their families, supporting the right to self-determination
- Work collaboratively with partners in care, including Child Safety, health professionals and service providers
- Provide direct support to children and young people in the program, in line with individual plans and Wellways Child Safety Practice Principles and Pathway
- Maintain client records and House folders and complete all shift related documentation in line with Wellways policy and procedures
- Report all incidents and complaints and respond appropriately, using trauma informed principles and working in line with the agreed care plan and Wellways policy and procedures
- Contribute to maintaining all premises in line with Wellways standards and licencing requirements

Refer to Attachment 1 for a reference to the overall regional structure in the North Queensland Region and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Deliver high quality services for young people	<ul style="list-style-type: none"> • Provide high quality Child Safety services • Engage in cultural and transitional planning with young people to ensure their cultural needs / connections are met and transitional plans are appropriate • Deliver services in line with the agreed care plan and budget • Advocate for the young person in review meetings • Ensure all Child Safety services are delivered in line with Program Principles and Pathways, and meet all departmental quality standards • Participate in a culture of continual quality improvement and actively participate in practice reflection and learning • Deliver services in line with trauma informed principles

Work as an effective Team Member Working as an active member of the child safety team, contribute to the achievement of program goals and the application of best practice frameworks	<ul style="list-style-type: none"> • Operate as part of a regional child safety team based on an ethos of collaboration and co-operation and mutual support and respect • Contribute to the creation of an environment based on shared accountability and effective knowledge sharing • Operate according to Wellways values and behaviours and champion Wellways Practice Principles and Program Pathways within the Child Safety Program • Actively contribute to program/House meetings and service planning, case management / case coordination sessions where required • Be accountable for maintaining expenditure withing agreed budget guidelines, and seek approval for any spending outside of guidelines
Maintain Quality Maintain a high level of program quality and drive continuous improvement within the child safety program	<ul style="list-style-type: none"> • Maintain client records and House folders appropriately in line with Wellways policies and procedures, and within specified timeframes. • Report all incidents and complaints in line with Wellways policies and procedures and within specified time frames • Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation • Maintain all relevant registrations and attain any required qualifications • Actively engage in processes of reflection, supervision and training • Support the ongoing development of quality systems and standards and research and evaluation activities to support enhanced program delivery
Organisational Alignment Work with key stakeholders to achieve organisational and Child Safety program goals and practice principles	<ul style="list-style-type: none"> • Use established organisational systems and processes in line with Wellways policies and procedures • Support the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Foster effective communication and maintain positive relationships with internal and external stakeholders • Engage in ongoing consultation and collaboration with participants, their families and friends • Support the capacity of Wellways to report on and publish Child Safety service / program outcomes and innovations

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Certificate IV in preferred course, or above • Completed Hope and Healing training • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: https://www.ndiscommission.gov.au/workers/support-for-workers/training-course • Current Driver's Licence and the ability to undertake regular travel • Satisfactory Police Records Check • Working with Children's Check – Blue Card • Working with people with a disability check – Yellow Card
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	<ul style="list-style-type: none"> • Child Safety and Personal History Screening Check (Licensed Care Service) • Right to work within Australia • Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Knowledge and capability to work with young people in out of home care • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other service providers • An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA and Indigenous backgrounds • Commitment to continuous improvement and evidence-based practice
Skills	<p>People Leadership</p> <ul style="list-style-type: none"> • Demonstrated understanding of, and commitment to Wellways values and Child Safety practice principles. • Demonstrated commitment to working in a collaborative team environment • Capacity to generate enthusiasm and commitment within a team environment

	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including people from CALD and indigenous backgrounds. • Effective written communication, including the ability to maintain objective client reports • Well developed verbal and non-verbal communication skills, particularly in relation to engaging young people in their care plan • Ability to resolve communication issues in an appropriate manner. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants and staff • Demonstrates empathy and treats all people with dignity and respect. • Able to work in partnership with young people and their families and friends, as well as other members of staff and external stakeholders such as clinicians • Able to advocate effectively for participants, their families and friends, based on their choices. <p>Organising and planning</p> <ul style="list-style-type: none"> • Able to prioritise competing demands withing rostered shifts <p>Self-Management</p> <ul style="list-style-type: none"> • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrates self-reflective practice, able to identify areas for further professional or personal development, as well as actively participating in regular supervision. • Capacity to manage self, including behaving in a professional manner and proactively seeking help when needed <p>Computer</p> <ul style="list-style-type: none"> • Competent in Microsoft Office Suite
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	A Team of Child Safety Support Workers (4 – 8)
Travel Percentage:	The use of the company vehicle is the preferred method. Where it is required, the Senior Child Safety Support Worker may be required on occasion to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate
On Call:	n/a

Attachment 1

North Queensland Regional Structure

Wellways Organisational Chart

