



POSITION DESCRIPTION

Title:	Non Placement Support Services Facilitator
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Community Service Worker Grade 3, Year 1
Usual work location:	350 Urana Road, Lavington NSW 2641
Cost Centre:	511
Usual hours of work:	Fixed Term Part Time, 30 hours per fortnight until June 2018

Position Objectives: To facilitate program support and development for the Non-Placement Support Services (NPSS) programs in Albury including day to day operations coordinating a range of activities to support children in care, such as transport, contact visits, mentoring and respite care. Additional duties will include a range of office administration duties, organizational duties, financial duties and operational support to staff.

Position Responsibilities:

- Ensure compliance with Workplace Health and Safety Legislation.
- Ensure that staff have access to information required to complete allocated work. Including, but not limited to, job information sheets, client information, risk assessments and management plans, behavior intervention plans.
- In consultation with Anglicare management, liaise with key stakeholders, including Community Services, to promote and develop the NPSS program.

- Arrange quotes for work requested by external agencies.
- Work alongside NPSS staff to ensure quality control of all reports.
- Provide operational support to staff as required.
- Complete daily work allocations and scheduling.
- Ensure smooth operation of room, car and equipment bookings.
- In collaboration with NPSS Coordinator and OOHC Coordinator, attend to NPSS program petty case as required.
- Completion of incident reporting and child protection reporting as bound by mandatory obligations and responsibilities.
- Engage in regular supervision with Coordinator NPSS.
- Participate in the implementation of the Sanctuary Framework

Key Behaviors:

Communication

Communicates clearly and accurately – listens to and understands the views of others.

Flexibility

Recognises and responds to unanticipated events and requirements or sudden changes of priority.

Outcome focused

Identifies and accomplishes challenging objectives by doing whatever is necessary to achieve the goal.

Team Building

Promotes the achievement of results through cooperation and joint efforts between team members.

Problem Solving

Identifies and defines problems and feasible solutions through gathering and analyzing information

Key skills:

- Working skills related to the needs of children and adolescents with challenging behaviours and their families
- Excellent verbal and written communication skills
- Effective interpersonal and team skills
- Strong organizational and time management skills
- Ability to manage conflicts and complaints
- Ability to network across services, agencies and the community

Key knowledge areas:

- Complex care needs knowledge of child and adolescent physical and emotional development in the context of past trauma and abuse
- Sound general understanding of administration procedures and practices

Key experience:

- Administrative support, preferably in the human services sector.
- Working with children and families, preferably in the out of home care or family support area.

Key Requirements:

- Relevant diploma/degree and demonstrated experience in the Human Services field
- Knowledge and demonstrated understanding of the needs of children and young people who have entered or are about to enter the out of home care system
- Excellent verbal and written communication skills including interpersonal, report writing, computer literacy, liaison and networking
- Demonstrated ability to support staff
- Ability to develop and implement appropriate policies and procedures
- Current driver's license

Qualifications: Diploma or Degree in Welfare, Community Services or other relevant tertiary qualification

Reports to: NPSS Coordinator (Riverina)

Direct reports: Nil