



POSITION DESCRIPTION

Title:	Contact Worker Non Placement Support Services (NPSS)
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	<i>Community Service Worker Level 2</i>
Usual work location:	350 Urana Road, Lavington NSW 2641
Cost Centre:	511
Usual hours of work:	Casual (<i>variable based upon referrals</i>)
Position Objective:	To ensure safe and positive supervision of children and young people supported by Anglicare.
Position Responsibilities:	NPSS Specific <ul style="list-style-type: none">• Ensure safe and positive supervision of children and young people supported by Anglicare• Completion of quality reports suitable for court purposes including contact reports, transport youth work and cancellation reports within required timeframes• Completion of incident reporting and child protection reporting as bound by mandatory obligations and responsibilities• Complete all reasonable tasks as directed by Coordinator or Facilitator NPSS• Ability to be flexible to changing needs and services

Liaison and general

- Attend staff meetings as required
- Attend in-service training courses and seminars as required
- Liaise with other Anglicare staff and relevant professionals as required
- Demonstrate ability to work independently with minimum supervision and as part of a team.
- Adhere to agency/service policy and procedures
- Participate in staff appraisal and review processes as required
- Adhere to WHS practices and principles
- Participate in the implementation of the Sanctuary Framework

Key behaviours:

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.

Key skills:

- Ability to problem solve and manage competing priorities effectively.
- Ability to work flexible hours including weekends and ability to take on additional work as required.
- Excellent verbal and written communication skills including interpersonal, report writing, computer literacy, liaison and networking.
- Ability to work as a member of a team.

Key knowledge areas:

- Knowledge and demonstrated understanding of the needs of children and young people from diverse backgrounds, including trauma related backgrounds.

Key experience:

- Previous experience working directly with clients in a child protection role
- Report writing to an excellent standard.

Qualifications:

Certificate IV in Youth Work or other relevant tertiary qualification

Reports to:

Coordinator Non Placement Support Services

Direct reports:

Nil