



POSITION DESCRIPTION

Title:	Youth and Family Support worker
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Community Services Worker Grade 2.1 (NSW)
Usual work location:	Wagga Wagga
Cost Centre:	514, 522, 524, 528
Usual hours of work:	Part time 65hrs per fortnight
Position Objective:	The role of the Youth and Family support worker is to assist in the delivery of services and programs that enhance the wellbeing of children, young people and their families within the Riverina.

Position**Responsibilities:**

- Assist in the planning, development and implementation of a range of Youth and Family programs .
- Assist with community driven activities and projects that promote community participation.
- Ensure services are responsive to clients' identified needs by providing flexible and innovative options.
- Support and assist clients in a way that is respectful and promotes their independence and empowerment.
- Resource and support community members with information as requested (where possible) and make referrals where additional support is required.
- Build a positive culture within the service which is aligned with Anglicare's values and Strategic Plan.
- Adhere to privacy and confidentiality policies as outlined in Anglicare's Policies and Procedures.
- Promote and maintain safe work practices in accordance with Anglicare's WH&S Policies and Procedures.

Key Behaviours:

- Personal and professional development - demonstrated experience and understanding of the need for continuation of both personal and professional development.
- Customer service - excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.
- Administration and documentation - through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.
- Technical skills and application - demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- Teamwork and communication - demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the organisation.
- Continuous improvement - commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.

Key Skills:

- Efficient knowledge of computers to complete all administrative requirements.
- Assist and encourage clients to develop appropriate self confidence and, where appropriate, assist clients to achieve self reliance and self responsibility.
- Liaise and advocate with other community service representatives.
- Understanding of all relevant external legislation and internal policies.

- Key knowledge areas:**
- Thorough knowledge of issues affecting families who may be experiencing significant incidences of disadvantage
 - Knowledge of legislative requirements of mandatory reporting
 - Knowledge of Aboriginal culture
 - Knowledge of local services, support networks and relevant agencies within the Wagga Wagga LGA
- Qualifications:** Minimum Certificate III in Community Services (or related studies)
- Requirements:** All applicants will be required to:
- Address the Key Requirements below, incorporating experience/knowledge from the Key areas above. (Maximum two pages)
 - Submit a current resume, including to relevant work referees
 - Have a Working with Children Check through the Office of the Children’s Guardian (NSW).
 - Undergo both a National Criminal History Check and a psychometric profiling instrument – Safe Select™ prior to appointment.
- Reports to:** Ashmont Community Centre Coordinator
- Direct reports:** None

Key Requirements

Youth and Family Support worker

Essential

- Minimum Certificate III in Community Services (or related studies) and relevant experience working with Youth and Families.
- Ability to relate to people from a range of cultural and language backgrounds from within the local community.
- Sound literacy in English including reading and writing.
- Excellent communication skills, oral and written.
- Sound knowledge of issues affecting families who may be experiencing significant incidences of disadvantage.
- Demonstrated resourcefulness and creativity to respond to rapidly changing circumstances.
- Demonstrated computer, administration and organisational skills.
- Current Driver's Licence.