

POSITION DESCRIPTION

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| Position Title | Child Support Worker | | Date | October 2024 |
| Location | Molonglo Support Services' temporary crisis accommodation | Organisational Unit/ Department | Louisa Domestic Violence Service | |
| Hours Range | 32 hours per week | | | |

VISION AND MISSION

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| <p>Our vision is for everyone living in a secure and safe environment</p> <p>Our mission is to support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support</p> |
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VALUES

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| <p>RESPECT</p> <p>EMPOWERMENT</p> <p>EXCELLENCE COLLABORATION</p> <p>INTEGRITY</p> | <p>We act with kindness and respect, providing a friendly, safe confidential environment</p> <p>We treat people equally, with dignity and compassion, understanding an individual's right to make their own choices</p> <p>We are dedicated to providing an accountable, reliable and high-quality service</p> <p>We partner with our clients in their care and work collaboratively with other services to support them</p> <p>We are honest, trustworthy, and accountable in our work and relationships</p> |
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| Position reports to | Coordinator – Louisa Domestic Violence Service | Reportable Positions | Nil |
| Position Purpose | <p>The Child Support Worker will be expected to create a safe supportive and welcoming environment for the children within the refuge and outreach. They will work with the other refuge staff to ensure a package of support is provided to the children and their mothers, ensuring sensitivity to cultural needs.</p> <p>Key areas of responsibility include:</p> <ul style="list-style-type: none"> • Providing activity time to children residing in the refuge, and Molonglo's transitional properties (if required) • Developing case plans that prioritise the safety and well-being of children and young people • Liaise with other agencies across the service spectrum to provide comprehensive integrated delivery of services in conjunction with clients • Providing assistance with facilitating groups and activities for target groups to meet identified needs and goals • Advocating on behalf of young people where necessary • Maintaining accurate client records and case notes • Participate in regular team meetings and proactively contribute to ongoing program development • Represent the service at interagency meetings to foster collaborative working relationships and liaise with schools | | |

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| | <ul style="list-style-type: none"> • Participate in service evaluation and planning to identify service delivery gaps and suggest improvements • Work in accordance with WHS & Risk Management frameworks policy and procedure • The above list is not exhaustive, and the role may change to meet the overall objectives of the company | | |
| Qualifications and Experience | <ul style="list-style-type: none"> • Diploma in Community Services, Childcare certificate (desirable) or similar • Demonstrated understanding or willingness to learn the interventions and approaches to assist children to recover and heal from the experience of domestic violence • Demonstrated understanding of issues relating to domestic and family violence, and how that affects the wellbeing and safety of children • Experience in case planning with children that increases access to activities and resources in their environments that build protective factors and resilience • Ability to engage children, young people and their parents/carers and all relevant stakeholders • Demonstrated understanding of client-centric practice • Ability to think innovatively and creatively to develop tailored client solutions • Experience working with Aboriginal and Culturally and Linguistically Diverse women and children in a culturally sensitive manner • An understanding of the health and safety requirements in providing services to children • Demonstrated commitment to the values of Molonglo Support Services and our mission for people to live in a secure and safe environment • Understanding and a willingness to work from a feminist framework • Demonstrated ability to work collaboratively with colleagues and independently without direct supervision and with other services and government agencies • Ability to use online case management systems and Microsoft Office programs | | |
| Prerequisites | Current National Police Certificate Current NSW Working with Children Check Current adult first aid certificate Child Care First Aid Certificate | Current drivers' licence Integrity Checks Eligibility to live and work in Australia | |
| Award (if applicable) | Social Community Home Care and Disability Services Industry Award 2010 | Classification | Level 4 |
| Resource Management | Child Support budget, Child support inventory, company vehicles | Relationships | Liaise with other Molonglo staff, DFV Specialist workers, case managers, administrators, and EO |
| Delegation Level | Nil | Probationary period | 6 months (with a 6-week, 3-month review) |

| Foundation Competencies Required | Behavioural Competencies Required | Technical Competencies Required |
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| <p>Willingness to work and act in a manner that delivers effective:</p> <p>Quality / Continuous Improvement Works within service delivery practices in line with quality and compliance standards Acts to improve practices through suggestions and implementation of any approved improvement plans Contributes to the development of evidence-based practice Provides survey forms to children reports feedback to Coordinator Provides a consistent, compliant and best-practice approach to case management at Louisa, supporting improvement and consistency in practices Participates in regular team meetings and proactively contributes to ongoing program development</p> | <p>Expectations in the role</p> <p>Communication Verbal – confidently and clearly articulates facts and conveys information in a manner appropriate to the target audience</p> <p>Written – clear and concise presentation of information and messages in such a way that conveys understanding and retention of the content (includes the production of reports, project briefs, correspondence, emails, leaflets)</p> | <p>Knowledge of management with demonstrated skills in the following areas</p> <p>Human Resources and Self Direction Participates in internal and external supervision Ensures practice is in line with behavioural competencies Maintains awareness of own skills strengths and identifies any gaps Seeks, and is open to feedback on own effectiveness Proactively identifies areas for self-development Actively works to address skills and knowledge gaps in line with training and supervision plan Seeks support and guidance as needed</p> |
| <p>Planning and Organising - Time and Task Management Performs own role and responsibilities effectively Manages time and responsibilities effectively Prioritises work and addresses what is most urgent, plans for important tasks Uses tools effectively to assist with planning and organising</p> | <p>Responsibility and Accountability Understands the role and its responsibilities Takes personal accountability for actions and decisions Role models positive and productive behaviours to colleagues within the organisation, clients and external stakeholders</p> | <p>Operational / Strategic Planning Supports the achievement of organisational goals Provides input, feedback and development of operational and ongoing planning Adheres to action plan and KPI's in day-to-day work</p> |
| <p>Diversity and Conflict Resolution Recognises and respects differences in cultural background Responds in culturally appropriate ways Recognises and respects issues of diversity in service provision</p> | <p>Person Centred / Client Focus Upholds and promotes client centred focused services Listens to and gains understanding of client perspective anticipating their needs, giving high priority to secure satisfaction (internal, external and clients)</p> | <p>Financial / Resource Management Ensures program adheres to SHS funding contracts and guidelines including client brokerage and any other grants Ensures minimisation of costs where possible and appropriate Ensures care in use of property and equipment</p> |
| <p>Creativity and Innovation Identifies the similarities and differences between current and past situations Looks at information and sees patterns, trends and missing pieces Is prepared to try new ways of doing things or others' ideas Questions currently accepted ways of doing things Thinks in terms of options when identifying solutions</p> | <p>Collaboration and Teamwork Actively participates in contributing to team effectiveness taking action that considers the perspective and needs of others and being aware of the effect of behaviour on others Managing Relationships – builds and maintains positive, productive and mutually beneficial working relationships</p> | <p>Organisational Capability – (provides effective skills, knowledge, expertise and structures to fulfil organisational objectives) Provides technical input in role Ensures adequate and up to date knowledge to undertake role Receives feedback on areas for skill development and training needs</p> |

| Key Result Areas | Key Activities | Standard Measures |
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| <p>Child Support The Child Support Worker works collaboratively with staff, leaders and administration and to achieve the organisations goals</p> <p>The Child Support Worker's primary focus is: To create a safe supportive and welcoming environment for the children that encourages active participation and is age appropriate.</p> <p>To work with the other refuge staff to ensure a package of support is provided to the children and their mothers, ensuring sensitivity to cultural needs.</p> | <p>Program and Practice</p> <ul style="list-style-type: none"> • Support the development, implementation and review of the program with support from the Coordinator and other staff • Reflect on and document regularly personal and team practice to use for continuous improvement and planning • Maintain accurate case notes and records in CIMS | <ul style="list-style-type: none"> • As per individual work plan • Learning activities and experiences are purposeful, supports ongoing plan goals and planned for/available every day • Case plans are completed and logged within agreed timeframes, and the client has been provided a copy of the plan no later than 48 hours following plan meeting • Administration tasks completed in a timely and accurate manner |
| | <p>Health and Safety</p> <ul style="list-style-type: none"> • Each child's health, safety and wellbeing is promoted and supported • Hygiene practices are promoted and implemented • The safety of children is promoted and advocated for at all times • Children's comfort is considered in the environment, including resting areas, flexible routines and nourishment • Outdoor area is safe and playground checked daily • Children are supervised by staff at all times | <ul style="list-style-type: none"> • Illnesses are reported and managed according to procedures • Incidents are documented and Coordinator notified and recorded on the register as per Molonglo policy and procedures • Child safety concerns are documented and reported when required • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews |
| | <p>Child Support/Educational Environments</p> <ul style="list-style-type: none"> • Educational/supportive environments are inclusive and promote competence, independence and learning for all children • The environments are prepared and maintained in such a way that engages children and families and promotes learning • Sustainable practices are implemented and maintained within the program | <ul style="list-style-type: none"> • As per individual work plan • Positive child and family feedback • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews |
| | <p>Relationships with children</p> <ul style="list-style-type: none"> • Interactions with children are respectful, responsive, meaningful, open and support their ongoing learning and development • Support children to make decisions and choices regarding their learning and development • All children are supported to understand their behaviours and emotions through respectful interactions • Positive behaviour guidance methods utilised when working with children | <ul style="list-style-type: none"> • As per individual work plan • Positive child and family feedback • Positive co-worker feedback • Children's participation, opinions and contributions are clearly documented and used to inform programming • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews |
| | <p>Partnerships with the community</p> <ul style="list-style-type: none"> • Support safe opportunities for children to engage positively with the community • Develop and participate in safe opportunities for excursions and incursions • Participate in networking opportunities • Support external support agencies | <ul style="list-style-type: none"> • As per individual work plan • Participation in the community clearly documented • Positive family feedback • Support agencies are supported in their participation, opinions and contributions • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews |

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| Governance | <ul style="list-style-type: none"> Familiarise yourself with and adhere to Molonglo's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Work Health and Safety obligations Demonstrate dedication and commitment to work in accordance with Molonglo's values and behaviours Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction review, 3-month probationary reviews, 3-monthly check-ins and a recurring annual performance review with the relevant supervisor/s Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and implement CQI strategies into work practices Meet the challenges of change as it occurs within the service and organisation Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor Actively assess, manage and where possible mitigate workplace risk including (WHS), consumer related risk, reputation risk and personal risk Deliver a high level of client service in line with the Molonglo Support Services Client Services Charter Provide accurate and detailed reporting as required Ensure privacy and confidentiality is maintained at all times Provide bi-monthly and annual program reports | <ul style="list-style-type: none"> Works in line with Behavioural Competencies Ensure policies, procedures and codes are complied with at all times Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct 100% attendance at performance reviews Completion of induction and orientation within set timeframes Positively embrace and adopt change as it occurs Ensure arrangements are made so that 100% of courses are attended or completed Report risk to the appropriate Molonglo personnel and utilise current risk management tools and procedures available Protect the rights, safety and wellbeing of children and provide a child safe environment Provide reports within set timeframes |
| Financial Management | <ul style="list-style-type: none"> Ensure accurate records and accountability of expenditure and provide receipts to the Senior Administrator Ensure any spending is authorised by the Coordinator and within budget Request client brokerage in line with SHS guidelines and Molonglo Support Services policies and procedures Consult with Coordinator prior to seeking funds from supporters | <ul style="list-style-type: none"> All expenditure is pre-approved Spending receipts/invoices are signed, allocated and provided to the Senior Administrator for processing within agreed timeframe Any requests for unusual spending or outside of agreed budget is provided to the Coordinator for approval and reported in bi-monthly service report |
| Client Engagement and Community Events | <ul style="list-style-type: none"> Oversee or instigate the planning and implementation of client engagement activities or community events Assist in the co-ordination of specific projects as appropriate Represent the service and the organisation at community events Implement initiatives and activities detailed in the operational plan for Louisa | <ul style="list-style-type: none"> Feedback demonstrates high levels of satisfaction Work collaboratively with staff with community engagement activities Attend community engagement events together as required |
| All Areas | <ul style="list-style-type: none"> Perform other duties as are within the limits of the employee's skill, competence and training, consistent with the respective classification and within the scope of the position Undertake relevant training and personal development opportunities relevant to the role | <ul style="list-style-type: none"> Other duties performed as requested Attend training and personal development opportunities as agreed with the Coordinator |