

# INFORMATION PACK



**Psychosocial Support Worker**



**Townsville, QLD**

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## About Canteen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through Canteen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

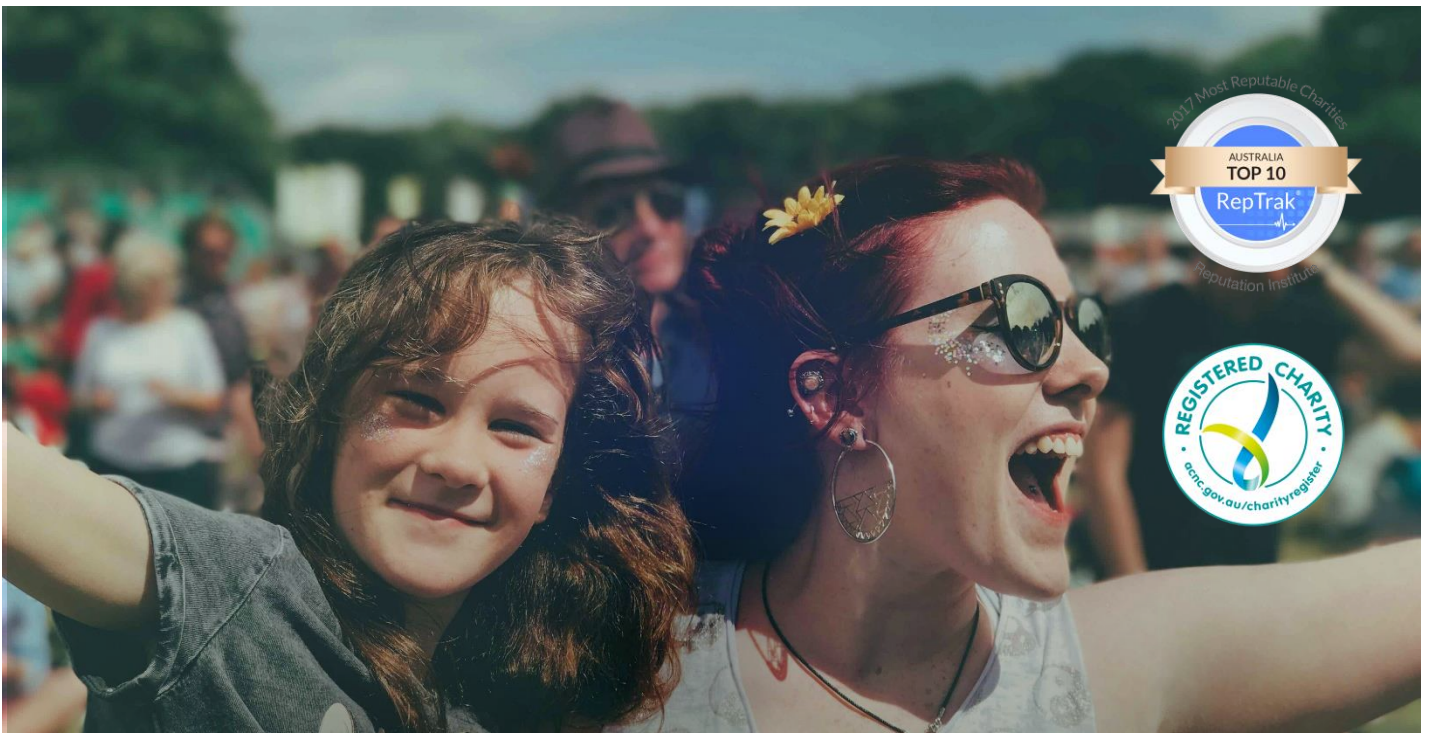
No matter which role you are in, working for Canteen is a chance to support young people rebuilding the foundations that crumbled beneath them when cancer turned their world upside down.

## Life at Canteen

Canteen is one of the most highly regarded not for profits in Australia (4<sup>th</sup> in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Working for Canteen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. Canteen has a passion for all things people, and as well as a range of benefits including a tax-effective salary packaging scheme, mobile phones and an in-house leadership program, we are continually working on ways to make Canteen an even better place to work. We have a culture we are proud of and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff engagement surveys, we know that Canteen is fortunate to have one of the most passionate and committed workforces in Australia!



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## Job Details



### Job Title

Psychosocial Support  
Worker



### Location

Townsville, QLD



### Job Type

Fixed-term; Part time;  
0.8 FTE (4 days per  
week)



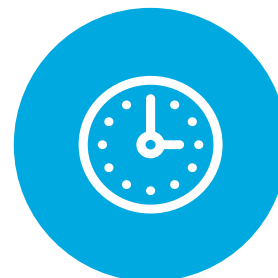
### Reports to

State Manager – QLD



### Direct Reports

None



### Closing Info

Sunday 9<sup>th</sup> February  
2020

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## Job Summary

We are looking for a Psychologist / Support Worker (or as we like to call it Psychosocial Support Worker - PSW) to work in our Townsville team on part time, fixed-term basis. The PSW is responsible for coordinating and delivering crucial psychosocial support to young people living with cancer. This involves the provision of individualised psychosocial assessment, planning and review processes, and delivering the psychosocial content of Canteen Programs.

The role is crucial in attracting referrals into Canteen's services and promoting Canteen in the community by establishing and maintaining effective medical, psychosocial and educational networks. You will work as part of a devoted and dynamic team, supporting and inspiring young people living with cancer.

The role helps to ensure young people's involvement in each area of our services is a priority, and that they have opportunities to access and participate in programs across Canteen.

## Duties and Responsibilities

### **Community liaison and service promotion**

- Liaise with hospital social work teams, wards, oncology staff, outpatient clinics, schools and the wider community to establish and build effective cancer, medical and psychosocial networks, and ensure they receive up-to-date information about Canteen services and activities on a regular basis;
- In collaboration with the State Manager and young people, develop, engage and increase the State caseload and peer support network throughout the State's region;
- Participate in regional tours to promote Canteen to regional communities, as required.

### **Individual Support**

- Provide individualised psychosocial assessments which include an initial interview and the completion of surveys that will help identify needs and level of wellbeing
- Work with young people to establish Individual Support Plans that are focused on achieving their own self-directed goals
- Provide ongoing individual support to help each young person engage with appropriate support (both from Canteen and referrals to external support) in accordance with their needs.
- Carry out support plan reviews periodically
- Respond to and support the psychosocial needs of young people, including at times of grief and loss, including funeral attendance
- Encourage communication between young people and their health professionals
- If applicable, ensure that referrals are made to suitable resources within the local health and non-health-related networks, liaising with family when appropriate

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## Duties and Responsibilities (cont.)

### Programs

- In collaboration with State staff, develop and facilitate educational and recreation programs in response to young people's needs
- Design, facilitate and evaluate the psychosocial components of programs (e.g. Discussion groups/Reflections)
- Monitor and respond to the individual needs of young people attending the program in close consultation with the other Canteen staff and volunteers
- Follow up on young people immediately post programs for whom there are continuing concerns (eg risk-related issues)
- Collate and manage psychosocial information for young people attending programs
- Manage the targeting and engagement/re-engagement of young people for appropriate programs

### Involvement and Participation

- Ensure young peoples' involvement in each area of operation is a priority, and that opportunities to access and participate in programs is encouraged in accordance with a young person's level of need of leadership role
- In collaboration with relevant national staff, support and oversee evaluation processes
- Ensure young people are informed of Canteen's objectives, policies and activities
- Overall, work to ensure Canteen is felt to be a safe and secure environment for Members

### Fundraising and Public Relations

- Work with the State team to liaise with potential sponsors and participate in local fundraising activities e.g. National Bandanna Day
- Support Members who participate in public speaking engagements e.g. relevant community talks

### Human Resources

- Support the recruitment, training and support of volunteers
- Work with the State Manager to identify and participate in appropriate professional development
- Participate in professional supervision provided by Canteen
- Maintain ongoing awareness of relevant child protection issues

### Financial

- Assist with budget projections for coming year – e.g. identify specific costs/needs for psycho-social content of Programs, regional tour costs, and any other items required for Canteen programs.

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## Duties and Responsibilities (cont.)

### Committees and Board of Directors

In collaboration with State staff, promote committee operation and meet regularly with State and relevant sub-committees to encourage Member involvement in program planning, delivery and participation, providing information and support as required.

Provide reports & statistics, through State Manager, for Committee monthly meeting

## Key Working Relationships

State Manager, State staff, National Office staff, Members, Volunteers, external stakeholders and general public.

## Selection Criteria

### **Essential:**

- A tertiary qualification in Social Work, Psychology or a related field
- Demonstrated experience in providing individualised psychosocial assessment, review and support planning

### **Experience:**

- Demonstrated experience providing individualised psychosocial assessment and support planning
- Proven experience in a similar position, demonstrating ability to relate to, and work with young people
- Experience working with a variety of Volunteers (highly desirable)

### **Knowledge/Skills**

- Good computer skills, especially MS Office
- Strong organisational/project planning and time management skills
- Ability to think creatively and innovatively with regard to recreation and support activities

### **Personal qualities**

- Approachable, ability to listen actively, friendly and professional
- High level of integrity, honesty and commitment
- Highly motivated, team player who contributes to maintaining an effective team that is focused on achieving against key performance indicators for the state/ territory
- Open and honest person who seeks and provides guidance and feedback from others including co-workers, volunteers and Canteen service users
- Adaptable to change



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## Hours of Work

Whilst the role is predominantly Monday-Friday office hours, due to the nature of Canteen's work, you may sometimes be required to work weekends and evenings. Advance notice will be given when this is the case, and Canteen has a generous Time off in Lieu policy for taking leave when hours in excess of the standard working week are worked.

## Pre-Employment Checks

As Canteen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

Canteen will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

## General Information

All employees are required to adhere to Canteen's Human Resources Policies during the course of their employment.

Canteen is an equal opportunity employer.