**Warragamba Silverdale Neighbourhood Centre Inc.**

**POSITION DESCRIPTION**

**Family Support Worker**

# STAFF INFORMATION

Award Program/Area Location Hours of work

Social, Community, Home Care and Disability Services Industry Award 2010 Warragamba Silverdale Neighbourhood Centre Inc. (Head Office)

Weir Rd, Warragamba NSW 2752 As per contract.

# ORGANISATION RELATIONSHIPS

Position reports to Key Relationships

Centre Manager. Warragamba Silverdale Neighbourhood Centre Inc. Board of Management,

Program Managers, WSNC Inc. Staff & Volunteers, Various Local, State & Federal Government authorities, Members of the Local Community

#  PRIMARY POSITION OBJECTIVES

* Demonstrate a commitment to the core values and mission of WSNC Inc. and work as a member of the WSNC Inc. team.
* Ensure that all duties are undertaken following the WSNC Inc. Policies & Procedures, Operations Manuals and Standards Manuals.
* Comply with Work, Health and Safety regulations as outlined in the WSNC Inc. Policies and Procedures and Operations Manual.
* Provide and co-ordinate high quality, affordable and accessible services to the community.
* Adapt to the changing needs of the target group through regular community consultation.
* To provide Information, Referral and Casework to community members within the Family and Community Services Family Support program target groups in the Warragamba *I* Silverdale and surrounding area.
* To assist the WSNC in the areas of research and program development.

**TASK LIST**

## Community Development and Casework:

* Coordinate programs in accordance with the Family and Community Services guidelines.
* Assist Service Users with queries, letters, information, referral and advocacy as required.
* Assist the WSNC with the identification of emerging needs within the community through research of service users
* Assist the WSNC with the development of the Family Support program.
* Liaise with Local Members to build support for WSNC Inc.
* Attend network and committee meetings as directed by the WSNC
* Assist families to gain access to local community resources and entitlements.
* Provide this role within the Neighbourhood Centre and other venues within the Community.
* Work with families individually, in-group settings or as appropriate.
* Form appropriate and professional relationships with any other service providers that have direct relationships with the functioning of the Warragamba/Silverdale Family Support Service and maybe of benefit to the Services clientele and staff.
* Good knowledge of services in the south west region of Sydney
* Establish and maintain client files and case management notes.
* Provide the Department of Family and Community Services with program data within the required timeframe.

## Reception:

* Greet and assist / direct any visitors to WSNC Inc. centre
* Answer incoming calls and re-direct calls as appropriate.

## Administration:

* Assist in the planning and preparation of meetings, conferences and any other events as required.
* Assist the WSNC with evaluation reports for funding received.
* Complete all required administration work in relation to the Family Support.
* Promote and advertise all programs using various advertising methods.
* Keep records, statistics and reports on all programs and events relevant to Family Support.

## Finance:

* Give input into the budgeting requirements of Family Support program.
* Ensure all activities are undertaken within the allocated budgets.

## Responsibilities to the Service Users:

* Ensure the Service Users welfare and safety at all times (provide suitable procedures in case of illness or accident).
* Treat each Service Users with dignity and respect, regardless of age, sex, religion and culture, language background or disability and without the use of any physical force.
* To ensure that Service Users are provided with relevant information that will enable them to make informed decisions.
* Establish and maintain good positive and professional relations with Service Users and Careers and encourage their involvement.
* To work with families in a developmental, supportive and therapeutic role.
* Develop positive communication with Service Users and Careers.
* Provide services that are equitable and professional at all times.
* Respect the rights of the Service Users to self-determination and independence.
* Maintain professional boundaries at all time.

## Responsibility to the Staff and Management:

* Work as a member of the WSNC Inc. team.
* Establish and maintain a positive, professional and co-operative relationship with all members of Staff and Volunteers.
* Attend WSNC Inc. staff meetings, training, planning days, and appraisals as required (extra hours may be paid for).
* Attend any meetings as requested by the WSNC
* Comply with any other reasonable duties that the WSNC request.
* Coordinate and manage the day to day operation of the Warragamba Silverdale Neighbourhood Centre Inc. Family Support Service in conjunction with the WSNC.

## Human Resources:

* Promote equality and diversity as part of the culture of the organisation.
* Ensure all service provision is provided in a non-discriminatory manner. WSNC Inc. has an equal opportunity policy.
* Inform the WSNC of any Staffing or Volunteer issues.
* Support and train students/volunteers associated with your program as required.

## Policies and procedures:

* Comply with all procedures as outlined in both the Policies and Procedures *and* the Operations Manuals.
* Ensure that you, your volunteers and Service Users are complying with the policies of WSNC Inc.
* Evaluate the policies and procedures and notify the WSNC if any updates are necessary or if a new policy or procedure needs to be established.

## Work, Health and Safety (WH&S):

* Ensure that all duties are undertaken following WH&S legislation and the WSNC Inc. policies, procedures and operations. This includes reporting risks, incidents and all other related issues appropriately in a timely manner.
* Conduct risk assessments as required.
* Prepare monthly reports for the WSNC.
* Ensure correct procedures are followed for incident reports, daily checklists and evaluations are completed.
* Participate in the WH&S consultation processes.
* Maintain the Privacy and Confidentiality of all Staff, Volunteer and Service User’s Information.
* Ensure the WSNC Inc. premises are kept clean and in good condition.
* Check the Centre's equipment and ensure it is adequate before, during and after the program/activity.
* Ensure that Service Users and Volunteer's activities are safe and well supervised.
* Ensure the removal of any unsafe items/equipment until repairs are complete.
* Ensure the security of the Centre by following the locking up and alarm setting procedures as required.
* Participate in all emergency evacuation procedures.
* Identify any potential risks in providing care/services and discuss with the WSNC

## Measurement:

 Key Responsibilities will be measured by various methods including:

* Feedback from surveys.
* Reports to the WSNC
* Compliance with policies, procedures and operations.
* Attendance of Staff Meetings, Planning Days, Training Days and other meetings.

**Qualifications and Competencies:**

Essential Criteria

* Qualifications in social work and/or social welfare are essential.
* Experience working in a similar role
* Demonstrated experience in case management.
* Experience in group work, assessments.
* Ability to function effectively as a member of a team and work unsupervised.
* Demonstrated effective verbal and written communication skills.
* Demonstrated initiative and problem solving skills.
* Experience in developing programs relevant to the needs of the target group
* Experience working within a budget
* Computer literacy, proficient in Word, Excel, Publisher, data entry