

Position Description – Family Support Worker

Role Title:	Family Support Worker
Role Overview:	<p>As part of the Family Support Team, the Family Support Worker (FSW) provides a client centred approach and supports clients in crisis and transitional accommodation. Our aim is to empower women, children and families through a trauma informed, strengths-based model, to develop their capacity to move through crisis and homelessness. Often clients present with complex needs and we work with other services to provide a co-ordinated approach.</p> <p>The schedule for this position is shift-based. Shifts operate over 7 days and include both day and night shifts.</p>
Location:	This role is based in South Hobart but at times may need to be in other areas.
Supervisor:	Family Services Manager

Hobart Women's Shelter (HWS) is the second oldest women's and children's refuge in Australia. We provide crisis accommodation to women and children, transitional housing to families and Therapeutic Programs to families who are homeless and / or who are experiencing domestic and / or family violence. Hobart Women's Shelter empowers clients to lead independent and fulfilling lives. We envisage all clients being able to live in a community free from violence and injustice, where diversity is celebrated, and where clients are supported to achieve their goals.

Our Vision and Mission

Our Vision is to create a safe and inclusive community free from homelessness, violence, inequality and injustice.

Our Mission is to champion the growth and development of women, their families and the wider community through the provision of emergency accommodation, housing, education and advocacy.

Our Values

Equality	We believe in the equality of all and this informs our practice and approach.
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Safety	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.
Collaboration	We collaborate to build positive, professional and respectful relationships to achieve mutually agreed goals.
Integrity	We value honesty and fairness and strive for accountability in all that we do.
Innovation	We seek out opportunities to lead social change.
Diversity	We value diversity and the unique contribution of all.



1. Practice/Professional
2. Administrative and Organisational Requirements
3. Support and Well Being Outcomes
4. Educative and Professional Development Outcomes

Key Result Areas / Key Duties:	
1. Practice/Professional	
1.1	Deliver services in accordance with the Professional Practice Framework, including trauma-informed service delivery and Ethical Decision-making Framework, and including Work Plans
1.2	Responding appropriately to complex issues relating to crisis situations and communal living. This includes monitoring Case Plans and responding to client's physical and emotional wellbeing, noting any concerns in client's case notes and reporting to relevant persons.

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1.3	Understanding of cross-cultural issues and skills to work with diverse backgrounds and beliefs in a culturally sensitive and appropriate manner.
1.4	Knowledge of community resources relevant to the needs of women escaping domestic violence, experiencing homelessness and women with mental health or substance use issues. Develop stakeholder networks with appropriate services.
1.5	Capacity to work both autonomously and as part of a team to manage diverse tasks in a crisis setting.
1.6	Working collaboratively (with the client and other professionals) to develop, monitor, review and implement Case Plans based on the needs of individuals and families, and which provide achievable, but challenging goals.
1.7	Provide accurate, relevant and timely information, referrals, resources and advocacy to clients and on behalf of clients, on issues related to their health, legal, housing, educational and financial wellbeing.
1.8	Ability to work in ways that empower the client base and are congruent with the values of the Hobart Women's Shelter.
1.9	Night Shift work includes ability to complete light housekeeping tasks and support with preparing properties for intake.
1.10	Reasonable work outside of Position Description where the need arises.

Key Result Areas / Key Duties:	
2. Administrative and Organisational Requirements	
2.1	Excellent interpersonal, verbal and written communication skills to advocate, liaise and negotiate with clients, work colleagues, other service providers and government agencies.
2.2	Ability to prioritise and manage time, to ensure that established timeframes are met.
2.3	High-level word-processing skills, an ability to maintain clear, professional, objective and accurate digital records, including client case notes.
2.4	Ability to (or ability to learn how to) operate and maintain IT systems such as 'SHIP' (client database) and internal electronic security systems.
2.5	Actively participate in team meetings, committees, planning days, and training.
2.6	Demonstrated ability to multi-task and work in a small team.
2.7	Always maintain and adhere to HWS Policies and Procedures.

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2.8	Understand legal obligations regarding mandatory reporting requirements and ensure these requirements are met at all times, as per HWS Policy and Procedure.
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Key Result Areas / Key Duties:	
3. Support and Well Being Outcomes	
3.1	Understand the importance of personal & professional boundaries, able to maintain a calm disposition with ability to manage competing demands.
3.2	Highly ethical and professional approach to practice which includes active listening skills, conflict management skills, reflective practice and self-awareness.
3.3	Confidently deal with crisis situations involving clients as they arise and when working alone.
3.4	Participate in team building activities which contribute to a positive workplace environment.
3.5	Develop and maintain a personal Self-care Plan to ensure positive health and well-being outcomes including committing to participating in self-identified self-care activities.
3.6	Ensure personal responsibility and professional accountability are maintained to negate organisational risks.
3.7	Work within, and demonstrate commitment to, HWS values and mission.

Key Result Areas / Key Duties:	
4. Educative and Professional Development Outcomes	
4.1	Engage in relevant professional development and training to enhance skills, knowledge and attributes, and be willing to share learnings with the rest of the team.
4.2	Engage in the role as a curious learner, effectively provide and receive information, and take on constructive feedback to enhance job satisfaction.
4.3	Actively participate in professional and external supervision as directed.
4.4	Maintain knowledge of current resources and developments in relation to the sector, including but not limited to homelessness, domestic violence and issues in general relevant to the HWS and clientele.
4.5	Support clients and staff to engage in services that promote learning and development

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Personal and Professional Characteristics

The ability to understand contexts of practice, be well organised, to be able to prioritise and be self-directed. Can effectively implement a Self-care Plan to maintain a high level of health and well-being, and to perform the role at the level required. Demonstrate a sense of humour and fun to enjoy the work while also being able to attune and understand what clients and stakeholders need. Can engage with others professionally and can understand the process of continuous improvement and continual change in the sector. Have a positive self-perception and can enjoy the challenges the role brings under the leadership of the Practice Manager.

Experience

Relevant experience in a similar role.

Qualifications

Minimum Certificate 4 in Social and Community Welfare or equivalent

Knowledge

Workplace Health & Safety Act 2011
Other relevant State and Commonwealth based Legislation and associated Regulations

Salary

SCHADS Level 3

Work Schedule

Maximum Term contract - Part-Time (25 hours per week).

Benefits

- Well respected organisation
- Professional Supervision

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- Positive work environment that focuses on continuous improvement, supporting clients and each other
- Pro-rata Long Service Leave at 5 years
- Fast paced, busy and rewarding work environment
- Salary Packaging available

General Requirements

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check
- Up to date COVID 19 vaccinations
- Commitment to participate in HWS mandatory training
- First Aid Certificate, or the commitment to be trained

Selection Criteria

- SC1 (P) Experience in providing trauma informed support to meet the physical, social, emotional and intellectual needs of women in crisis.
- SC2 (P) Knowledge of community resources relevant to the needs of women escaping domestic violence, experiencing homelessness and women with mental health, offending or substance use issues.
- SC3 (P) The ability to work within Professional Practice and Ethical Decision-Making Frameworks.
- SC4 (P) To work cohesively as part of a team, as well as the ability to work autonomously, and under pressure.
- SC5 (A) Knowledge of, or ability to learn how to navigate systems such as SHIP (client database) and cloud-based technologies, to aid with maintaining accurate, clear and objective digital records.
- SC6 (A) Well developed interpersonal, verbal and written communication skills to advocate, liaise and negotiate with clients, work colleagues, other service providers and partner agencies.
- SC7 (S) Ability to develop a self-care plan and identify needs.
- SC8 (E) The ability to transfer learning, skills and knowledge from prior education and training to the requirements of the role.
- SC9 (E) An openness to learn / strive for personal development and work-based growth.



Hobart Women's Shelter

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Agreement

I agree to work within the requirements of this Position Description and to abide by my Contract of Employment.

Name:

Signature:

Date: