

Position description

Title	Adolescent and Family Support Practitioner
Reports to	Team Leader Adolescent & Family Counselling & Support Services
Classification & Salary	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Full-Time, Fixed Term Contract until January 2023
Primary Location	Marrickville, NSW
Date	June 2022

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The RISE (Resilience, Independence, Support, and Engagement) is an early intervention program that supports young people (aged 10–17) and their families who may be facing challenges that are impacting on education, safety, health and wellbeing. We offer support through one-on-one case management and engaging in-school therapeutic workshops.

The RISE Adolescent & Family Support Worker facilitates strengths-based, trauma-informed interventions to build capacity, develop connection and increase resilience for the young person and their family. The RISE Adolescent & Family Support Worker works closely with education, other support services, NSW Police and DCJ to achieve holistic support for the family.

Key Objectives

- Participate in a team which develops, implements and evaluates strategies to achieve the objectives of the RISE program
- Participate in local networks for schools and youth organisations to share information and identify opportunities to work collaboratively;
- Liaise with workers in the education and youth and community sectors, building effective networks and collaborative partnerships;
- Identify and encourage initiatives which encourage young people to stay connected to family, school and community.
- Strengthen parenting competencies and confidence
- Enhance the wellbeing of children, young people and their families

-
- Prevent child abuse and neglect
 - Support children, young people & their families through major life transition times
 - Support children, young people and their families through major crises
-

Key Responsibilities

- Strengthen parenting competencies and confidence.
 - Enhance the wellbeing of children, young people and their families.
 - Report and prevent child abuse and neglect.
 - Support children, young people & their families through major life transition times.
 - Support children, young people and their families through major crises.
 - Plan, deliver and evaluate funded targeted interventions and capacity building activities such as groups, parenting programs and case management.
 - Developing and maintain collaborative relationships with partner agencies and other community organisations.
 - Accurate and timely completion of required program reporting.
 - Creation, planning and implementation of therapeutic group programs using evidence-based approaches.
-

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
 - Work collaboratively with other service providers to deliver valued outcomes for clients
 - Develop constructive, collaborative relationships with other Good Shepherd team members and departments
-

• **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
-

Qualifications, Experience and Mandatory Requirements

- Relevant tertiary qualification in social work, counselling, psychology, welfare studies at a degree level or relevant professional experience.
 - Demonstrated experience in case management and casework including the ability to carry out intake, assessment and make recommendations on service response
 - Demonstrated experience working from a competency/strengths-based, trauma informed, solution-focused framework with adolescents and families presenting with complex needs and behaviours (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or Indigenous backgrounds
 - Knowledge of developmental stages of adolescence and its effects on their behaviour.
 - Knowledge of the impact of trauma on family systems and individual development.
-

Key Selection Criteria

1. Demonstrated application of trauma informed and strength's-based approaches and growth mindset principles, when working in a casework context.
 2. Demonstrated experience in facilitating psychoeducational programs and/or group work with parents and young people.
 3. Demonstrated knowledge of relevant DCJ policy and practice frameworks and legislation.
 4. Effective interpersonal, time management, communication, and coordination skills, including working autonomously, liaising with other key stakeholders such as school professionals, external services, DCJ, NSW Police, etc, and collaborating across services within Good Shepherd.
 5. Demonstrated experience using technology to preparing written reports, maintain records, including case notes and access DEX data base reporting.
 6. Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
 7. Demonstrated understanding of social justice principles and capacity building, and an ability to contribute to the mission and spirit of Good Shepherd.
-

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- A current non-provisional driver's licence
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.