

Position Description

Position Title	Recovery Support Worker (RSW)
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Award & Classification	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
Hours of work	Refer to Contract of Employment
Department	Emergency Recovery Support Program
Position reports to	Team Leader Emergency Recovery Support Program
Performance Review	At three months, then annually thereafter

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders are the First Nations people of Australia.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

FamilyCare is committed to working collaboratively to improve outcomes for victim survivors and their children. We believe those who choose to use violence should be accountable for their actions.

FamilyCare is dedicated to fostering a positive and empowering culture for leaders, with a focus on improving client outcomes and inspiring professional growth.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION PROFESSIONALISM

a commitment to open and ongoing dialogue with all stakeholders



in all aspects of our work

Role Summary

The Recovery Support Worker (RSW) will form part of a team of support workers working across the LGA impacted by the January 2026 bushfires. The RSW will facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals/family find it difficult to act on their own behalf to access services to support their recovery.

Key Performance Responsibilities

Service Delivery

1. Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief.
2. Conduct outreach to families/individuals that have been directly impacted by the fires through visits and or phone contacts or through contacts with families/individuals who come directly to the service.
3. Work closely with service partners to establish and maintain multi-service approaches that address individual plans.
4. To complete a comprehensive assessment (Disaster Star) of needs with the family/individual, which is then used to develop a plan of action.
5. Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
6. Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families.
7. Demonstrate ability to recognise and manage own emotions whilst managing a caseload of complex client needs.
8. Undertake additional duties as reasonably directed from time to time.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times.
2. Perform all duties in a safe manner.
3. Perform all work with a continuous improvement ethos.
4. Understand and abide by all relevant policies and procedures.
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.
7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

1. Good understanding of the needs and issues for people who are experiencing high levels of stress and a good knowledge of (or how to access) a range of generic and specialist service options available including health, welfare and educational services structure.
2. Well-developed interpersonal skills with the capacity to liaise effectively with a wider range of clients and service providers.
3. Significant work experience applying case management practises and techniques.
4. Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work in a high pressure and highly emotional environment. Sets high standards of performance for self and ensures effective follow through to achieve results.

5. Possess information seeking, analytical and conceptual skills with the ability to assess the needs of clients/families in order to develop and implement appropriate action plan/s and implement practical solutions in line with relevant policy and practice.

Qualifications

Essential

- Formal qualifications will include but not limited to Bachelor of Social Work, or Psychology or Diploma of Community Welfare Work and other health and community service qualifications relevant to providing a case management service.

Desirable

- Previous experience in Disaster Management.

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screening Check	Not required
Valid Victorian Driver Licence	Required

Employees who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

All employees are required to successfully complete any assigned online competencies ongoing, as prompted. All new employees will be required to complete all assigned competencies within the first three months of employment.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

INCUMBENT STATEMENT

This Agreement can be accepted and signed electronically, with the same binding effect on the parties.

I, _____ have read, understand and accept the
above Position Description

Signed: _____

Date: _____