

**POSITION DESCRIPTION**

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| **Position Title:** | Adolescent Parent Support Worker |
| **Location:** | Quantum Support Services - Morwell Office |
| **Reports To:** | Practice Leader Youth & Families |
| **Key Internal Contacts: (Program)** | Adolescent Support Program |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | The period of employment is dependent upon ongoing funding. |
| **Salary Classification:** | SCHADS Award Level 6 |

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| **About Quantum** |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:* Homelessness including youth crisis accommodation
* Tenancy advocacy and support
* Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
* Family violence support for women and children
* Youth programs
* Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.  |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive
* we are accountable
* we strive for sustainable outcomes
* we are proactive
* we show care
* we are agile and adaptive
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| **Our Goals** | * Provide the right services and programs in the right places.
* Increase access to early intervention and prevention services.
* Attract, engage and invest in our people.
* Build the profile of Quantum.
* Achieve a sustainable business model
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| **Primary Position Objective** |
| * To provide support and assistance to "at risk" adolescents who are about to become parents, with the aim of enhancing the young person's quality of life and promoting safe and nurturing environments for accompanying children.
* To provide a service to the client group involving assertive outreach in maintaining the young person's involvement with service provision.
* To provide a range of services to the client group, including parenting skills development, mediation, service coordination and support in accessing services and community resources.
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| **Duties and Responsibilities** |
|  | * To be responsible for a caseload of clients and to provide intensive support as required.
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|  | * To assist clients in identifying their own needs and to work with them within the context of case management.
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|  | * To provide clients with information and referral to a broad range of services and community resources.
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|  | * To facilitate access to services and community resources through providing direct practical support to the client.
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|  | * To assist clients of the service to re-establish and/or maintain family ties, including brokering in mediation services, where appropriate.
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|  | * To contribute to an integrated and coordinated approach to service delivery for clients accessing the program.
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| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
* Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
* Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
* Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.
* Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
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| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants
* Maintaining accurate records.
* Maintain case files for all program participants.
* Reporting on a weekly, monthly basis or as requested.
* Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader and Quantum Support Services Line Management.
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| **Community Development & Networking** | * To work co-operatively with other agencies in maintaining an effective service delivery system for clients, including regular attendance at Network meetings, other forums and local and regional meetings.
* To establish and maintain effective linkages with other services with a specific priority for on-going linkages with other services of the Integrated Family Services.
* To participate in community development by disseminating information to other agencies, community groups, local governments etc.
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| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.
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| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.
* Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.
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| **Key Selection Criteria** |
|  | **Service Delivery**1. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations.
2. An understanding of the social and political issues impacting on at risk' young people.
3. Demonstrated experience and knowledge of case management practices.
4. Previous experience in related work with the client group, and in particular experience that demonstrates the ability to successfully engage the client group.
5. A capacity to work with other service providers in a collaborative manner in terms of direct service delivery, service networking and service development activities.
6. A comprehensive knowledge of the services and community resources available to assist the client group.
7. Demonstrated capacity to deliver culturally sensitive practices in working with the client group.
8. An awareness of the requirements of a child-focused family oriented practice involving the resolution of practice tensions between the different interests of the parent and the child.
9. A conceptual understanding of child development stages and developmental needs (e.g. attachment theory).
10. A capacity to deliver parenting skills development to the client group.
11. An awareness and understanding of professional boundaries and professional practice within a highly informal approach to service delivery (including awareness of client dependency).
12. An understanding of, and ability to work with, the impact of issues such as drug and alcohol dependency, family violence and mental health.
13. An understanding of team responsibilities and dynamics, and the skills required in being an effective team member.

**General**1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.

4. Enthusiasm, energy and interpersonal skills. |
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| **Mandatory Requirements** | * Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position.
* Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone numbers of three referees.
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| **Desired** |  |

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| **Conditions of Employment** |
| **Required** | * Current Working with Children Check (full not voluntary)
* Current National Police Check (with no findings) prior to commencing employment and every 3 years thereafter.
* Compliance with Quantum’s Child Safe Standards
* The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.
* The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services Inc.
* The successful applicant is required to comply with the policies of Quantum Support Services Inc.
* This position is subject to an annual Review.
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| **Acknowledgement**  |
| Please sign and date to acknowledge you have read and understood this position description. |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

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