

# Job Profile



**Position Title:** Care Support Worker

**Award:** Social, Community, Home Care & Disability Services Award

**Classification:** Social and Community Services Employee (SCSE) Level 2

**Portfolio:** Home

**Reports to:** SRC Manager

**Employee:**

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

**Approved / Authorised by:** Chief Experience Officer

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Job Focus**

Under direction of the SRC Manager, the Care Support Worker provides individual support and mentoring to young people within SYC's Speciality Residential Care service.

The role will assist young people to effectively develop and foster appropriate life skills and social abilities to support their personal development and increase their connection with the community.

This position is offered as a part-time cadetship for Aboriginal students, subject to ongoing funding.

## **KRA 1 – Operations**

### **KRA 1.1 – Service Delivery**

Under direction of the Manager:

- Work with and provide direct support services to young people within the SRC Program to achieve outcomes specified in funding contracts and within program guidelines.
- Assist by questioning and reflecting with the Manager on SYC's service provision with and for Aboriginal and Torres Strait Islander young people, to help bring greater cultural awareness and understanding to the Program.
- Provide a culturally sensitive service, respecting the diversity of individuals, particularly those identifying as Aboriginal or Torres Strait Islander, culturally and linguistically diverse, and LGBTIQ+.
- Contribute to the provision of direct service responding to the impact of colonisation, domestic and family violence, chronic family breakdown, mental health issues and inter-generational trauma.
- Allow an unbiased consideration of a young person's personal opinions and wishes, respecting the lived experiences of young people and their family/kinship connections.

- Work collaboratively with colleagues to assist with the facilitation of group sessions and training with young people and provide input into their development as appropriate.
- Advocate with and on behalf of clients with relevant services and Government departments, liaise and refer to other services as appropriate.
- Work collaboratively with colleagues, internal and external stakeholders to help young people achieve their goals.
- Develop up to date knowledge of SYC services and relevant external service providers to ensure an integrated service response for young people.
- Under direction of the Manager and with reference to the SYC Case Note Manual, ensure timely and accurate completion of case notes and statistics using SYC or applicable third-party software systems and provide the Line Manager with reports as requested.
- Participate in supervisory sessions and staff/program meetings, both internal and external as required.
- Actively participate in the Employee Development Program (EDP) and attend professional development courses and training to enhance your personal professional development.
- Provide on-site duty support / services at other sites as required.

## **KRA 1.2 – Organisation Responsibilities**

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's principles of passion, trust, quality, teamwork and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

## **KRA 2 – Compliance**

- Always operate, comply and behave in a manner consistent with both the letter and the intent of:
  - SYC's policies and procedures, including but not limited to:
    - Code of Conduct;
    - Privacy Policy
    - Keeping Children and Young People Safe Policy;
    - Acceptable Use of Technology Facilities Procedure; and
    - Social Media Policy.
  - all relevant quality systems as amended from time to time; and
  - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
  - conducive to the acceptance and implementation of workplace diversity;
  - free from discrimination and harassment; and
  - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating both men and women equally and fairly across all levels of the organisation.

## **KRA 3 – Safety**

### **Employee Responsibilities:**

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

## **Qualifications and Experience**

- Currently working towards a tertiary qualification in a relevant discipline (e.g. Social Work, Psychology, Social Science, Counselling) through UniSA is essential.
- Experience in engaging and working with young people is desirable.

## **Skills and Knowledge**

Able to demonstrate the following skills:

- Engagement skills and the ability to interact effectively and sensitively with young people, their families/kinship connections, and other service providers to achieve positive outcomes with clients.
- Interpersonal, conflict resolution and negotiation skills along with the initiative to identify innovative and lateral solutions.
- Communication
  - Written and verbal, including an ability to write timely and accurate case notes and reports.
  - 'Up front' presentation skills with the ability to co-deliver group programs.
- Time management and organisation skills, able to work both independently and as an effective team member, to plan and achieve outcomes and successfully meet deadlines.
- Computer literacy with exposure to Office365 and various Client Record Management systems.

Able to demonstrate knowledge and/or understanding of:

- community issues related to young people who are at risk of or have experienced homelessness, chronic family breakdown, mental health issues, substance misuse, trauma or poverty;
- the principles of crisis intervention and trauma informed practice;
- education, training and employment options available to young people.

## **Key Attributes**

- Demonstrates honesty, integrity and a high level of confidentiality.
- Able to relate sensitively and positively to young people from diverse backgrounds.
- Demonstrates curiosity, self-motivation and initiative.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

## **Special Requirements / Conditions:**

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Possession of a current valid Driver's Licence and willingness to drive is preferred.
- Prepared to work from, or be located at, any SYC site is required.