

Reconnect Worker

Program Area: RECONNECT

Award & Level: CSA Level 5

Employment Conditions: Full-time, Part Time

Reports To: Family Services Manager

Last Revised: January 2011

Approved HRM :

Staff member signature:

Organisational Environment

Colony 47 is a community based organisation, operating in the diverse environments of the housing, community, employment, training and family support.

Our Vision is:

Fairness

Passion

Opportunity

Community

People Working Together

Our Purpose is:

We are people working together to create a fair community where all have access to housing, employment, training and family support. Our work is with individuals and families. We assist people to strengthen their relationships and create opportunities. We work together to make a positive difference in peoples lives.

Colony 47 Values

- Respect
- Integrity
- Social Conscience
- Professionalism
- Quality

Working Environment

Code of Conduct

All employees of Colony 47 must abide by Colony 47 Code of Conduct.

Occupational Health and Safety:

As an employee of Colony 47, you must be aware of and comply with requirements of the Workplace Health and Safety Act 1995 and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with Colony 47 occupational health and safety policies and procedures.

Annual Performance Review

An annual Performance Review will be conducted using the Colony 47 Performance Management Process.

Enterprise Partnership Agreement

In addition to being covered by the Community Services Award or CETSS Award, employees of Colony 47 are also covered by the Colony 47 Enterprise Partnership Agreement 2005.

Position Objectives

The Youth Homelessness and Early Intervention Program is funded by the Department of Families, Housing, Community Services and Indigenous Affairs.

The position objectives are:

- effectively deliver a range of services, within the scope of the program, to young people aged between 12 and 18, and/or their families;
- support coordination and collaboration with other service providers to this target group and assist with building sustainable community linkages for young people and their families.

Achievement of these objectives will contribute to:

- reconnection of homeless young people or young people at risk of homelessness with family
- reduction in family conflict
- new data and action research into service enhancements, collaboration and assisting with community sustainability

Level of Responsibility/Direction and Supervision

The Reconnect Worker is responsible to the Family Services Program Manager, but on a day to day basis works with a high degree of autonomy.

Key Tasks and Duties

Within the context of a team environment, the Family Worker has responsibility for delivering effective services.

- the provision of effective and efficient service to young people and their families to enable an improved level of connection with family, education, training and the community.
- the provision of effective professional case management services to clients in the following areas:

- assessment
- individual and family counselling
- supported referrals;
- assist in the coordination of services delivered by Government and the community sector;
- work with communities to build on their existing capacity to develop responses to identified needs;
- provision of group work with young people and or their parents;
- assisting with the representation of the service in networking, policy and planning forums;
- participating and assisting with planning for the service;
- ensuring that administrative tasks including maintenance of documentation, filing, data collection and collation, case files are completed.
- assisting with the preparation of reports and service correspondence;
- undertake participatory action research to continuously improve service delivery;
- assisting with the preparation and timely submission of reports as required by the funding body; and
- performing other duties associated with the service as required by the Program Manager.

Required Attributes

Knowledge

Comprehensive professional or specialist knowledge in the areas of counselling, relevant practice models of narrative and solution focussed approaches, mediation, project management, action research and evaluation.

Ability to acquire comprehensive knowledge and understanding of the aims and philosophy of:

- relevant government programs and policies affecting young people

Ability to acquire comprehensive knowledge, understanding and application of:

- the Privacy Act 1988
- the Freedom of Information Act 1982
- all relevant Centrelink protocols and requirements
- all relevant DHHS protocols and requirements
- The Children, Young Persons and their Families Act 1997

Experience

The following are desirable:

- experience in counselling, mediation, conflict resolution and family conferences
- experience in community development and networking
- experience in action research and program evaluation
- ability to operate and/or manage within the context of minimal supervision, and
- experience in working in an environment of confidentiality, privacy and a high level of accountability
- experience in working in a team environment

Qualifications

- Relevant degree with extensive experience; or
- Post Graduate qualification with considerable experience; or
- Associate Diploma with extensive and comprehensive experience; and other relevant accredited training or qualification.

Other Requirements

Current driver's licence is essential.

Required to provide a satisfactory National Police Check.

Ability to travel intrastate.

Key Selection Criteria

1. Extensive experience and skill in delivering specialist counselling, conflict resolution and mediation services to young people and/or their families and a demonstrated ability to work with young people in a positive and effective manner.
2. Experience in working with communities to develop their capacity to respond to needs identified by the community
3. Highly developed verbal communication skills including the ability to promote the service to stakeholders and to deliver training and community education.
4. Highly developed written and analytical skills including case management files; client assessment reports and correspondence.
5. Demonstrated understanding of Participatory Action Research and how it can be used to improve service delivery to Reconnect clients.
6. Demonstrated ability in both self-management and working within a small team.
7. Well developed computer skills including a range of software packages on Microsoft Office.