



POSITION DESCRIPTION

Title: PSP OOHC Support Worker
Award: Social, Community, Home Care and Disability Services Award (2010)
Hours: 37.5hours
Location: 116 Lake Road Elmore Vale NSW 2287
Responsible To: Out of Home Care Operations Manager
Approved by: CEO

Wandiyali Children's Services is funded by the Department of Families and Community Services.

Wandiyali Children's Services is funded as an Out of Home Care Agency working with families, children and young persons, and carers in statutory care.

1. Summary of the Broad Purpose of the Position

The OOHC Support Worker is responsible for assisting the Children's Services Case Workers in Access facilitation, mentoring and maintaining current and accurate records for Children and Young People within the agency.

2. Reporting/Working Relationship

The OOHC Support Worker reports directly to the OOHC Operations Manager, who in turn reports to the, Chief Operations Officer and CEO.

3. Qualifications

- Relevant work experience

4. Special Conditions

- Must have a cleared and current Working With Children Check (WWCC)
- Current and unencumbered NSW Drivers Licence
- Successful Police Check
- Some out of hours work and weekend work may be required

5. Key Role Responsibilities

- Provide a high level of administration support to the OOHC Case Workers
- Assisting with correspondence
- Work in alignment with the Policies and Procedures of the organisation
- Transportation and Facilitation of Access Visits and follow-up reports
- Liaising with caseworkers/casework Managers regarding potential issues or needs during visits
- Transport Clients to and from appointments
- Ensure current and accurate documents are filed within each CYP's file and follow-up actioned
- Mandatory reporting where appropriate
- Mentoring
- Other duties as required

6. Main Tasks Associated with the Key Role Responsibilities

General Administration

- Provide required administration support to ensure the effective operation of the project
- Provide safe and efficient transport of children and young people within OOHC
- Provide safe and efficient transportation and facilitation of access visit for children and young people in OOHC
- Assist in a range of office administration tasks including: filing, developing documents, data entry etc.
- Maintenance of records and databases
- Writing access visit case notes reports to a high standard
- Positively contribute to the work environment of the team and organisation through effective and professional working relationships with staff, senior management, clients, other community agencies and other stakeholders

Specialised Tasks

- Correspondence with carers
- Participation in organisational events, training and development activities
- Provide information for the project as required
- Maintain confidentiality and privacy of Wandiyali staff, carers, clients and operations

7. Contribution to Organisational Goals

- To work within and uphold the Objectives and Mission Statement of Wandiyali
- Improved service delivery through the provision of quality services and support to all staff
- Contribution to the creation of a harmonious and productive environment for all staff and customers
- It is the responsibility of all Wandiyali employees to work in accordance with the organisations Policies, Procedures and Code of Conduct

8. Work Health & Safety Requirements:

- Follow established safe working procedures, think and work safely. Be proactively responsible for the safety of yourself, your clients, visitors and workmates.
- Be aware of safety issues and report incidents, non-compliances, unsafe working practices or procedures or other safety hazards in your working environment to your supervisor. Implement identified improvements effectively.
- Actively support and participate in injury management processes for self or other employees within the workplace.

9. Essential Requirements

1. Must identify as being of Aboriginal and Torres Strait Islander descent; or, have proven knowledge and experience working with Aboriginal and Torres Strait Islander people in the community
2. Current and unencumbered NSW drivers licence
3. Intermediate knowledge of MS Office packages, specifically Word and Excel
4. Experience in administration tasks, including: typing, producing documents, formatting, data entry, filing and archiving
5. Ability to organise, prioritise, meet deadlines and time-manage tasks effectively
6. Demonstrated ability to work both autonomously and as part of a team
7. Excellent interpersonal and communication skills, with the ability to communicate with various key stakeholders
8. Demonstrated awareness of confidentiality principles
9. Experience and a high level of skill in case work report writing

10. Desirable Requirements

1. Previous experience working within the Community Services industry

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working With Children Check and Police Check prior to Employment.

An Eligibility List may be created for all vacancies and are valid for 6 months.

By signing this Position Description, I agree to the Role, Responsibilities and Duties outlined within this document.

Name

Signature

Date