

Illawarra Aboriginal Corporation

Information Pack – Myimbarr Casual Supervised Contact Workers



Position:

This information package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter
- A copy of your **Confirmation of Aboriginality**

Closing Date: 10am Monday 24th June 2019

Applications sent via email to IAC employees or to other addresses will not be considered

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: HR Manager PO Box 5457, Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
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Position Details:

Term	Casual
Location	Wollongong
Award	Social Community Home Care and Disability Services Industry Award Level 3
Pay	From \$29.46 plus casual loading and superannuation depending upon skills & experience plus superannuation
Other	We encourage applications from Aboriginal and Torres Strait Islander people

Selection Criteria:

A detailed response to the below selection criteria should be included with your application

1. Demonstrate your previous experience and/or knowledge of Foster Care, child protection, children's services, education or related industry sector
2. Detail your qualifications in Community Services or related field
3. Provide evidence of your understanding and proven ability to engage with and work within the local Aboriginal Community
4. Provide details of your communication skills particularly facilitation and conflict resolution skills and ability to build relationships with vulnerable children and young persons and their families,
5. Detail your knowledge and understanding of the impact of domestic violence, mental health issues, sexual abuse and trauma
6. Demonstrate your strong written communication and report writing skills and computer skills
7. Confirm your ability to work flexible hours during the week and/or weekends and public holidays

Overview

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

Myimbarr is the IAC Permanency Support Program. We aim to keep Aboriginal children and young people in safe environments and to promote their education and emotional wellbeing whilst remaining connected with their family and community.

Position Purpose

Supervised Contact Workers are part of the Myimbarr Permanency Support Program team with the aim of providing Children and Young Persons (CYPs) with a safe and positive interaction between approved family members from whom they are separated. Supervised contact provides the opportunity for children and young persons (CYPs) to maintain and develop relationships with their birth family. The Contact visits are arranged so that they are supervised and held in a safe supportive environment suitable for the needs and situation of the individual CYPs and their family. Supervised Contact Workers are responsible for the transport of the CYPs to and from the contact visit. Following each visit the Contact Worker will prepare and submit a report detailing the observations from the contact.

Key Accountabilities & Responsibilities

- Provide supervision to children and their approved family members during scheduled contact visits ensuring that the venue is safe and there is positive interaction with the family members.
- Provide transport for the CYP's in an IAC vehicle to and from the contact venue
- Communicate with CYPs, family and carers in a respectful and culturally sensitive manner at all times
- Role model and reinforce positive behaviour ensuring expectations and boundaries are clear and consistent at every contact visit
- If the worker notes any challenging or inappropriate behaviour from the family members one warning may be given to the family members, if the behaviour is significant or continues the contact visit is to be immediately terminated and the CYPs returned to their Carer
- Of paramount importance is the safety of children and young persons during the supervised visits, any concerns are to be immediately reported to the Team Leader
- Supervised Contact workers are to maintain professional relationships with the CYPs, Carers and Family members. Privacy and confidentiality of information relating to the carer, CYP and birth family is critical. Information is not to be disclosed to family members regarding the child or carer. Information regarding the contact or family members is not to be disclosed to the Carers
- Supervised Contact Workers are to observe the contact rather than actively participate in order to facilitate interaction with birth family members that is as normal as possible
- Visits may take place during week days, weekends and occasionally may require travel and overnight stays with the CYPs and other Myimbarr staff.
- Assist when possible with supervision of CYPs with other Myimbarr Staff during urgent situations such as placement breakdowns
- Submit the required report detailing observations and any risks within 48 hours of the completion of the Supervised contact. Reports are to be based on observations and facts and not include personal opinions.
- IAC vehicles are to be driven in accordance with the IAC Vehicle policy. Vehicles are to be kept clean and tidy and if there is less than half a tank of fuel the vehicle is to be fuelled up before returning to the Myimbarr offices.
- Notify Team Leader and report all cases of suspected risk of harm to children and young persons to Community Services and/or other authorities as required by current legislation
- Notify Team Leader and report all cases of suspected physical, emotional, sexual and other abuse to children and young persons to Community Services or other authorities as required by current legislation.
- Assist with administrative activities as part of the Myimbarr team when requested
- Undertake administrative functions associated with the Supervised Contact to ensure compliance with legislative standards. All files both electronic and paper are to be accurate, in chronological order and up to date at all times

- Maintain a current and full understanding of IAC & Myimbarr Policies and Procedure in particular Mandatory Reporting Policy and Procedure and Privacy and Confidentiality.
- Participate in organisational events, training and development and strategic planning activities
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace
- Carry out other duties as may be directed by management that are within your competency or training
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
Team Leader & Manager	Provide regular updates on contact observations, and issues and to receive guidance on related issues Provide information, advice and contribute to decision making Identify emerging issues/risks and their implications and propose solutions
Team members and other internal stakeholders	Share information as appropriate. Receive and provide input into solutions for related issues Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines, develop solutions and improve service
External	
Carers & Family	Maintain professional relationship providing support to ensure the wellbeing of the CYP
Children & Young Persons (CYPs)	Maintain professional supportive relationship to ensure that information flow is two ways and issues are raised and dealt with in a prompt proactive manner

Key Performance Indicators

- Supervised contacts are successfully completed with positive feedback received from all relevant parties
- Reports are clear, concise, observation and fact based and submitted on time
- Any issues or concerns are immediately raised with Team Leader.
- Any mandatory reports are completed as soon as possible in accordance with required timeframes.
- Demonstrate referral to and utilisation of other IAC services for Clients
- Positive professional relationships are built with Carers, CYPs and families.

Qualifications & Skills

Essential

- Demonstrated knowledge and or experience in the Out of Home Care (Foster Care) sector, child protection or children’s services
- Demonstrated understanding of child and adolescent development, the impact of trauma, and the indicators of child abuse
- Minimum Certificate III Community Services or related field
- Knowledge and understanding of the impact of domestic violence, mental health issues, sexual abuse and trauma
- Understanding and proven ability to engage with and work within the local Aboriginal Community
- Excellent communication skills with demonstrated ability to build relationships with vulnerable CYPs and their families, facilitation and conflict resolution skills
- Strong written communication and report writing skills
- Ability to work flexible hours during the week and/or weekends and public holidays
- Thorough understanding of Work Health & Safety obligations.

Desired

- Tertiary qualifications in Aboriginal Welfare, Child Protection, Community Support, Social Work, Human Services, Behavioural Sciences or related area
- Current First Aid Certificate
- Working knowledge of the Children and Young Persons (Care and Protection) Act 1998 and the Children and Young Persons (Care and Protection) Regulation 2012
- Working knowledge of the Corporations (Aboriginal & Torres Strait Islander) Act 2006 (CATSI)

Mandatory Requirements

- Current unencumbered NSW Driver's Licence
- Current Working with Children Check for paid employment
- Current National Criminal History Police Check

Please refer to the Dress Code Policy. Whilst we respect the right to individual expressionism It is a requirement of Supervised Contact Workers to dress conservatively in casual attire. Hairstyles, makeup, jewellery and accessories are to be minimal and at a level that does not attract unnecessary attention to the worker.