

# IMPACT Community Services Position Description



**JOB CODE:** 04.017.02  
**JOB TITLE:** Support Worker  
**PROGRAM/SECTION:** Children and Parenting Support Program (Positive Start)  
**REPORTS TO:** Manager (Support Services)  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010  
**CLASSIFICATION:** Social and Community Services Employee Level 2  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

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**Impact Commitment Statement**

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

**Who are we?** As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

**What is our vision?** To lead the community in pioneering improved life opportunities

**What is our mission?** Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**What are our values?**  
 What do we expect from our staff and what do our clients expect from us?

**Trust** we are honest, accountable to our community and transparent in our actions

**Empowerment** in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

**Relevance** we serve our community’s needs through a contemporary individual choice based approach to community service

**Compassion** we are caring and understanding in our support of people in our community

**Inclusiveness** we believe that diversity in our community makes us stronger and provide equal opportunity to all



**OVERVIEW:**

The purpose of the Support Worker is to support the Program Facilitator in providing an early intervention and prevention services and resources that are aimed at improving child and family development, wellbeing and supporting the capacity of those in a parenting role.

From time to time the Support Worker may be expected to perform additional tasks outside of this job role to meet the needs of the organisation.

**MAIN DUTIES/RESPONSIBILITIES:**

- To support families, strengthen relationships, improve the wellbeing of children and young people and increase participation of people in community life to enhance family and community functioning.
- Use of evidence-based practice and programmes to support clients and provide measurable outcomes.
- Assist in the development of strategies to ensure that all groups, including vulnerable and disadvantaged clients can access services. This includes both parents involvement in providing support to their children.
- Establish and sustain community networks/partnerships that together offer an integrated and holistic service to support children and/or families.
- Assist families to achieve personal and social development.
- Promote the development of positive parent/child relationships by role modelling, education, and practical support.
- Provide information, appropriate referral pathways, and access to family, children and parenting resources and support.
- Develop and maintain networks with family, children, parenting, youth and other relevant service providers and stakeholders.
- Maintain current client information on Supportability and any Departmental database requirement.
- Take reasonable care for personal health and safety in the workplace and that of others.

**CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)**

*Essential*

- Relevant life experience and/or a demonstrated understanding of and ability to practice: strength based approaches when working with families; effective parenting and behaviour management techniques; and knowledge of child development
- Knowledge and understanding of the stresses on vulnerable families and the range of family risk and protective factors which impact on child outcomes
- Knowledge of child protection issues or willingness to undertake training as deemed necessary
- Knowledge of and a commitment to early intervention as a strategy to optimise child outcomes
- Demonstrated computer skills with proficiency in Microsoft Office applications
- High level written and oral communication skills
- Excellent time management skills



*Desirable*

- Ability to collaborate with stakeholders both internally and externally
- Ability to work independently or in a group setting
- Ability to think and act calmly and deal sensitively with distress and unpredictable behaviour

**LICENSING AND ADMINISTRATIVE REQUIREMENTS**

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for Support Worker – Disability Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME

\_\_\_\_\_  
SIGNATURE

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/ / 2018  
DATE

