



POSITION DESCRIPTION

Position Title	Targeted Earlier Intervention and Cultural Support Worker
Reporting to	Team Leader – Family Connect and Support and Targeted Earlier Intervention
Liaises with internally	All employees
Liaises with externally	Government and nongovernment agencies, community, clients.
Purpose of the position	This position supports Aboriginal families to ensure that they can access timely, effective, and culturally safe supports and services.
Selection Criteria	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Minimum Cert IV in Community Services or related fields, or willingness to obtain. • Experience working within a case management model. • Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families, and children. • Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems. • Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner. • Ability to develop productive working relationships with stakeholders, including funding bodies, peak bodies and other agencies. • Effective time management skills, the ability to prioritise and work to strict deadlines. • Effective conflict resolutions skills, negotiation, mediation, and decision-making skills. • Excellent communication skills and interpersonal skills with the ability to exercise these in a team environment. • Willingness to consent to have probity information entered onto the Residential Care Workers Register. • Current Working with Children Check, Working with Vulnerable People Registration and National Police Check. • Current Driver's Licence. • Being vaccinated against Covid-19 is a requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots or, provide evidence exemption eligibility.

Position Title	Targeted Earlier Intervention and Cultural Support Worker
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Aboriginality* • Demonstrated knowledge of relevant legislation, Child and Young Persons (Care and Protection) Act 1998 and the Human Services Outcome Framework: Early Intervention (FaCS 2018). • Working knowledge of the local and regional service networks.
Behaviours Required	<ol style="list-style-type: none"> 1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	<ol style="list-style-type: none"> 1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	<p>Day to Day / General</p> <ul style="list-style-type: none"> • Complete a Needs Assessment and Family Case Plan within three weeks of working with the family. • Every family is offered the opportunity to participate in a client survey within three weeks of working with the family, every three months thereafter, and upon exit from the program. • Actively participate in community events at least six times per year. • Contact allocated family/s within three business days of case allocation. • Provide feedback to referring agencies regarding the family's progress at initial engagement, major changes, and closure of the family. • Assist in the facilitation of at least one Parenting and Education Program per term. • Participate in rotational on call roster. • Provide Cultural Support Plan Consultations to the C&FS OOHC Team. • Provide Cultural Mentoring and participate in other Cultural Support Consultations as delegated.

Position Title	Targeted Earlier Intervention and Cultural Support Worker
	<ul style="list-style-type: none"> • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Participate in annual performance review. • Other duties as reasonably directed by the CEO or delegate. <p>Communication and Collaboration</p> <ul style="list-style-type: none"> • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. <p>Information Technology</p> <ul style="list-style-type: none"> • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. <p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. <p>Child Safety</p> <ul style="list-style-type: none"> • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. <p>Workplace Health and Safety</p> <ul style="list-style-type: none"> • Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
_____ Name/Role	_____ Signature	_____ Click to enter date Date