



## POSITION DESCRIPTION

Position Title	Community Support Officer
Reporting To	Team Leader – Non-Placement Support

### PURPOSE OF THE POSITION

The Community Support Officer will be responsible for supervising and reporting on family contact, transport of children, young people and their families to supervised contacts, respite and other scheduled activities. The Community Support Officer may also be required to engage in mentoring activities.

### KEY RESPONSIBILITIES AND DUTIES

- Work with children, young people and their families who require support, to achieve goals identified as part of individual case plans and work independently to carry out the service
- Record all contact with clients of the service including evidence based, high level reports of supervised contact to be reviewed and signed off by Supervisors
- Support relevant staff working in areas of Aboriginal Cultural Support, living skills and leaving care plan and SCMSAC mentoring programs
- Ensure compliance as a mandatory reporter, and follow ROSH protocols and line management reporting where there are reasonable grounds to suspect that a child is at risk of harm
- Assist in the training of colleagues in Community Support Service (CSS) facilitation
- Perform other ad hoc duties as identified by Supervisors and Managers
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO, Senior Manager or Supervisor

### KEY PERFORMANCE AREAS

- Quality and timely reporting
- Punctual and reliable attendance to shifts

### KEY COMPETENCIES

#### Qualifications, Knowledge and Experience

##### Essential

- A tertiary qualification in Social Work / Welfare / Community Services / Disability Services or related fields or equivalent experience in a relevant sector
- Demonstrated ability in working with Aboriginal people, their communities and organisations
- The ability to develop and maintain effective working relationships with stakeholders, other agencies and service providers

- Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner
- Demonstrated computers skills, including the use of all Microsoft Office applications
- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate as well as working as part of a wider team
- Personal organisation skills including time management and ability to prioritise competing demands
- Understanding of the importance of handling sensitive and confidential client or service information
- Clear Working with Children Check and National Police History Check
- Current, valid Driver's Licence and willingness to transport clients, and travel overnight in regional and interstate areas if required

### Desirable

- Aboriginality\*

### PERSONAL QUALITIES AND ATTRIBUTES

- Effective conflict resolution skills, negotiation, mediation and decision making skills
- Demonstrates initiative and an ability to problem solve
- Good literacy skills
- Effective communication skills including written and verbal communication with the ability to exercise these skills with people at all levels

### RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO may make day to day requests for support and information from the Community Support Officer
SCMSAC Senior Managers	The Community Support Officer may receive guidance and direction from the Executive Officer – PSP and Manager PSP Support
SCMSAC Team Leader and Employees	The Team Leader – Non-Placement Support is the first point of contact for the overall direction of work and will provide support and supervision to the Community Support Officer. The Community Support Officer will interact closely with the Team Leader and other employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback
External Stakeholders	The Community Support Officer will develop and maintain professional connections with external stakeholders such as community service providers, funding bodies

Clients	The Community Support Officer will maintain professional relationships and rapport with clients and their families as well as maintaining boundaries
---------	--

**FINANCIAL DELEGATION**

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-GOV-00-Delegation of Authority-007.docx which can be found on SharePoint.

**EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION**

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signed and approved on behalf of SCMSAC

\_\_\_\_\_  
Date

*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.*