



POSITION DESCRIPTION

Position Title

Community Support Officer

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
- Transport children to and from family contacts
- 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 or delegate

KEY PERFORMANCE AREAS

- Reporting and Records Management
- Communication and Interpersonal Skills
- Program Delivery
- Continuous Quality Improvement, Risk Management and WHS

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Minimum Certificate III qualification in Social Work / Welfare / Community Services / Disability Services or related fields or equivalent experience in a relevant sector
- The ability to develop and maintain effective working relationships with stakeholders, other agencies and service providers.
- Demonstrated computers skills, including the use of all Microsoft Office applications
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner
- 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, Working with Vulnerable People Registration and National Police History Check.
- First Aid Certificate or willing to obtain
- Full, valid Driver's Licence and willingness to transport clients, and travel overnight in regional and interstate areas if required

Desirable

- Aboriginality*
- Demonstrated ability in working with Aboriginal people, their communities and organisations

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
CEO	The CEO may make day to day requests for support and information from the Community Support Officer.
PSP Executive Officer and Manager	The Community Support Officer may receive guidance and direction from the Executive Officer PSP and PSP Manager Preservation.
PSP Team Leader - CSS	The Team Leader – CSS is the first point of contact for the overall direction of work and will provide support and supervision to the Community Support Officer.
Managers, Team Leaders and Employees	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.
Clients	The Community Support Officer will maintain professional relationships and rapport with clients and their families as well as maintaining boundaries.
External Stakeholders	The Community Support Officer will develop and maintain professional connections with external stakeholders such as community service providers and funding bodies.

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.*