



POSITION DESCRIPTION

Position Title	Internal Support Officer
Reporting to	Team Leader – Internal Support Services
Liaises with internally	All employees
Liaises with externally	Government and non-government agencies, clients, community
Purpose of the position	This position is responsible for supervising and reporting on family contact, transport of children, young people and their families to family time, respite and other scheduled activities. The Internal Support Officer will be responsible for the delivery and evaluation of the community support programs including school holiday program, living skills, strong foundations, mentoring and other programs.
Selection Criteria	Essential Criteria • Minimum Cert IV in Community Services or related fields (or willingness to obtain), or equivalent experience in relevant sector. • Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families, and children. • Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner. • Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems. • 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. • Ability to work autonomously. • Demonstrated understanding of the impact of trauma on children, young people and their families. • Demonstrated ability to facilitate programs and the evaluation of them. • Understanding of the importance of handling sensitive and confidential client and service information. • Current Working with Children Check, Working with Vulnerable People Registration and National Police Check. • Willingness to consent to have probity information entered onto the Residential Care Workers Register. • Current First Aid Certificate.

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	• Full Current Drivers Licence. Desirable Criteria • Aboriginality*. • Minimum one-year experience in the Community Services field. • Working knowledge of the local and regional service networks.
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	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	Day to Day / General • Supervise family time visits, provide transport and facilitate mentoring sessions as per the referral. • Complete relevant reports for ISS shifts on the day of the shift (unless pre-approval has been received) and send to your supervisor for review and sign off. • Record all incidents and disclosures via completing the relevant documentation via consultation with management. • Plan, facilitate and evaluate weekly Youth Group sessions to target group. • Ensure all youth group participants complete the participation forms prior to attending the group, and all participation forms are saved to CDS within 48 hours of completion. • Ensure all youth group evaluation forms are completed and the end of each session and saved to CDS along with session notes within 48 hours of sessions occurring. • Assist in the facilitation of the delivery and evaluation of the community support programs including school holiday program, living skills, strong foundations, mentoring and other programs.

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	• Complete group and individual activity reports within a week of conclusion of the program. • Ensure the appropriate documentation is always completed in a timely manner for all interactions with children, young people and their families. • Provide consultation around Aboriginal Cultural Support plans for children and young people in out of home care**. • Enter program information into the ISS Register after each session. • Arrange cleaning of ISS equipment within two business days upon receiving request from supervisor. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in bi-monthly documented support and supervision sessions. • Participate in annual performance review. • Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration • 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. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • 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. Child Safety • 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.

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	Workplace Health and Safety • 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.*

***Only applicable to Internal Support Officers who identify as Aboriginal and/or Torres Strait Islander.*

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
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