



<b>Role Title:</b>	Senior Family Support Worker
<b>Role Overview:</b>	<p>The Senior Family Support Worker works with individuals and families, many of whom have complex needs, to help them move from crisis and homelessness into more stable accommodation. She works with other service providers to develop a coordinated approach to assisting individuals and families to address their needs and overcome some of the barriers that may be preventing them from moving forward.</p> <p>The Senior Family Support Worker provides support to the Family Support Worker (FSW) Team via supervision, mentoring, coaching, and modelling best practice behaviours in the delivery of services. She shares her knowledge and experience with other staff, provides constructive feedback and, in consultation with the Practice Manager, ensures that the well-being of the FSW Team is being maintained.</p>
<b>Location:</b>	Hobart Women's Shelter
<b>Supervisor:</b>	Practice Manager

Hobart Women's Shelter (HWS) is the second oldest women's and children's refuge in Australia. We provide crisis accommodation to women and children, transitional housing to families and Therapeutic Programs to families who are homeless and / or who are experiencing domestic and / or family violence. Hobart Women's Shelter empowers individuals and families to lead independent and fulfilling lives. We envisage all individuals and families being able to live in a community free from violence and injustice, where diversity is celebrated, and where individuals and families are supported to achieve their goals.

### **Our Vision and Mission**

Our Vision is to create a safe and inclusive community free from homelessness, violence, inequality and injustice.

Our Mission is to champion the growth and development of women, their families, and the wider community through the provision of emergency accommodation, housing, education, and advocacy.

### **Our Values**

<b>Equality</b>	We believe in the equality of all, and this informs our practice and approach.
<b>Safety</b>	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.

<b>Collaboration</b>	We collaborate to build positive, professional, and respectful relationships to achieve mutually agreed goals.
<b>Integrity</b>	We value honesty and fairness and strive for accountability in all that we do.
<b>Innovation</b>	We seek out opportunities to lead social change.
<b>Diversity</b>	We value diversity and the unique contribution of all.

**Key Result Areas**  
**The Senior Family Support Worker is required to meet the requirements of each of the following Key Result Areas**



1. Practice / Professional
2. Administrative and Organisational Requirements
3. Support and Well Being Outcomes
4. Educative and Professional Development Outcomes

<b>Key Result Areas / Key Duties:</b>	
<b>1. Practice / Professional</b>	
1.1	Support the Practice Manager and the Assistant Practice Manager in leading the Family Support Workers (FSW) in a crisis setting by behaving in a way that is aligned with the values, vision and mission of the organisation.
1.2	Supervise, mentor and coach team members by demonstrating best practice in service delivery and enabling individuals to develop their skills in a supportive environment by providing constructive feedback.
1.3	Assist team members to confidently manage difficult situations and model behaviours aimed at de-escalation, while ensuring professional boundaries are maintained.
1.4	Manage time, deal with competing demands, and determine priorities in consultation with the Practice Manager and Assistant Practice Manager.

1.5	Ensure regular two-way communication with the Practice Manager, Assistant Practice Manager, Family Support Workers, and the wider HWS team.
1.6	Advocate on behalf of individuals and families by liaising with relevant service providers and government agencies to ensure positive outcomes.
1.7	Undertake risk assessments and intake interviews with individuals and families, ensuring they understand their rights and responsibilities.
1.8	Work with individuals and families to develop Case Plans and monitor progress against agreed goals and actions, including referrals to appropriate agencies and services.
1.9	Ensure trauma-informed practices are maintained when working with families and provide advice to other staff on appropriate strategies for managing complex needs, and ways of dealing with situations involving conflict, inappropriate behaviours or threats to safety and security.
1.10	Maintain knowledge of community resources relevant to the needs of women who are escaping domestic violence, dealing with homelessness, or experiencing mental health or substance abuse issues.
1.11	Show leadership and contribute positively to team meetings, discussions, planning days and supervision sessions, ensuring follow up of agreed tasks within set timeframes.

### Key Result Areas / Key Duties:

#### 2. Administrative and Organisational Requirements

2.1	Collect and record statistical data and create reports relating to service delivery as required by the Practice Manager.
2.2	Ensure case notes are maintained to a high professional standard, support other staff to ensure the same, and monitor information uploaded into the SHIP data base as per Departmental guidelines.
2.3	Ensure feedback from individuals and families is encouraged and documented, and suggestions for improvement are followed up systematically.
2.4	Prepare Incident Reports, assist less experienced staff to complete, and ensure issues are followed up as required.
2.5	Ensure that case plans and other relevant documents, including consent forms and agreements, are maintained, and are signed/witnessed.
2.6	Utilise knowledge of relevant federal and state legislation to guide the FSW team in understanding and implementing procedures to meet all legislative requirements.

<b>Key Result Areas / Key Duties:</b>	
<b>3. Support and Well Being Outcomes</b>	
3.1	Understand the importance of personal and professional boundaries, always maintain a calm disposition and be able to manage competing demands.
3.2	Demonstrate highly ethical and professional approach to work, including active listening skills, and positive communication and consultation skills, including self-awareness.
3.3	Lead and participate in team building activities and contribute positively to team meetings to facilitate a supportive and consultative workplace environment.
3.4	Recognise the needs of team members who may be experiencing vicarious trauma and ensure that de-briefing sessions occur when required.
3.5	Support positive health and well-being outcomes by identifying self-care activities.
3.6	Ensure personal responsibility and professional accountability are maintained to negate organisational risks.
3.7	Work within, and demonstrate commitment to, HWS Vision, Mission and Values.

<b>Key Result Areas / Key Duties:</b>	
<b>4. Educative and Professional Development Outcomes</b>	
4.1	Contribute to the development of policies and procedures and identify suggestions for improvement.
4.2	Participate in Professional Supervision sessions, including external group Supervision as required.
4.3	Conduct formal Supervision sessions and complete annual Performance Appraisals for other staff as per organisational procedures.
4.4	Identify opportunities for Professional Development for both self and/or other members of the FSW Team, ensuring that learnings are shared with other staff and suggestions for improvement are communicated appropriately.
4.5	Maintain knowledge of current resources available that can assist individuals and families with their learning and development needs.

## Personal and Professional Characteristics

To be well organised, to be able to prioritise and be self-directed. Demonstrate a sense of humour and fun to enjoy the work while also understanding what individuals, families and stakeholders need. Can engage with others professionally and can understand the process of continuous improvement and change in the sector. Have a positive work ethic and can inspire others to perform at their best and meet the goals of the organisation. Be able to grow and develop within the role while demonstrating integrity and resilience. Be confident to present new ideas and suggestions for improvement.

## Experience

Demonstrated experience in mentoring and supporting staff in a crisis accommodation or supported housing setting, or similar.

Demonstrated experience, knowledge and/or skills in providing practical support to people experiencing trauma relating to domestic or family violence and/or homelessness, including case planning and referrals to relevant service providers.

## Qualifications

Relevant 4 year degree with one year of relevant experience; OR

Relevant 3 year degree with two years of relevant experience; OR

Associate Diploma with relevant experience; OR

Relevant lesser formal qualifications with substantial years of relevant experience.

## Knowledge

Workplace Health & Safety Act 2011  
Other relevant State and Commonwealth based Legislation and associated Regulations

## Salary

Level 4 Social and Community Services Employee (Social, Community Home Care and Disability Services Industry Award 2010). Pay point is dependent on qualifications, skills, and experience.

## Work Schedule

The role is currently 30 hours / week.  
Day, afternoon, night, and on-call shifts will be required.

## Benefits

- Well respected organisation
- Professional Supervision
- Supportive and positive work environment that focuses on continuous improvement
- Pro-rata Long Service Leave at 5 years
- Salary packaging is available
- Fast paced, busy and rewarding work environment

## General Requirements

- Female applicants only. Exemption under the Anti-Discrimination Act (1998)
- Current Driver's Licence
- Current Working with Vulnerable People Check
- Current Police Check
- IT proficiency in the use of Excel, Word, Outlook, PowerPoint, client databases and cloud-based technologies, or the ability to learn these packages
- The position carries a six-month (6) probation period
- Current First Aid certificate

## Selection Criteria

**SC1** Demonstrated experience working in a crisis accommodation or supported housing setting, or similar.

**SC2** Experience in supervising, mentoring, and providing constructive feedback to staff in a team environment.

**SC3** Demonstrated experience, knowledge, and skills in providing practical support to people experiencing trauma relating to domestic or family violence and/or homelessness, including case planning and referrals to relevant service providers.

**SC4** Capacity to work autonomously, to manage diverse tasks and meet agreed timeframes.

**SC5** Ability to write reports, case notes, and/or minutes in a clear and concise manner.

**SC6** Demonstrated skills in negotiation, conflict resolution and de-escalation of threatening behaviours and incidents.

**SC7** IT skills, including the use of SHIP, or similar database, and the use of Microsoft Word, Excel, email, and internet.

**SC8** High level communication skills, including the ability to give directions and provide constructive feedback.

## Agreement

I agree to work within the requirements of this Position Description and to abide by my Contract of Employment.

Name:

Signature:

Date: