


My role with Anglicare

POSITION DESCRIPTION

Position Title:	Support Worker - Cultural
Service/Facility/Department:	Children & Families
Direct Reports:	Nil
Key Relationships:	Internal: Anglicare managers and team members; CAF teams
	External: Department of Child Safety, Youth and Women; other government and community organisations; Aboriginal and Torres Strait Islander community (Elders, Traditional Owners, Groups & Organisations)

Position Statement / Overall Purpose

The overall purpose of the Support Worker - Cultural is to provide consultation, leadership and practical support to Anglicare Southern Queensland Children and Families team to strengthen culturally responsive and effective practices for Aboriginal and Torres Strait Islander children in protective care and/or youth at risk.

The Support Worker - Cultural will work across multiple programs, offering practical support to clients as identified within care plans. There is a strong focus on supporting non-Indigenous foster carers, and team members to better understand the needs of Aboriginal and/or Torres Strait Islander children in care and to respond in a holistic way that considers family, spiritual, community and individual needs. The role will work in conjunction with Youth Justice and Child Safety centres.

The Support Worker - Cultural will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position's specialty area.

Position Specific Credentials, Qualifications and Other Requirements

- It is a genuine occupational requirement of this role to identify as Aboriginal and/or Torres Strait Islander, under S25 of the Anti-Discrimination Act 1991 (Qld)
- Current Blue Card with Yellow Card Exemption
- Current Licenced Care Service (LCS)
- Current Queensland Driver Licence and own reliable vehicle
- Certificate IV in Child, Youth & Family, Community Services, Youth Work or similar field

Key Selection Criteria

- Experience working effectively with Aboriginal and Torres Strait Islander people, having a clear knowledge and understanding of their societies and cultures, and an understanding of the issues affecting Aboriginal and Torres Strait Islander people in contemporary Australian society
- Demonstrated connection and/or network with Aboriginal and Torres Strait Islander people and communities in the relevant region, including Traditional owners, Custodians, Community elders, Organisations and community groups (or the ability to quickly develop this connection)



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- Background in providing support services to vulnerable children and families with an understanding of the impact of statutory systems on Aboriginal and Torres Strait Islander communities and the outcomes for individual children
- Ability to implement culturally sensitive intervention strategies into families caring for children at risk and/or in statutory care
- Ability to work in partnership with both internal and external stakeholders and team members
- Strong time management and prioritisation skills; influencing and negotiation ability
- Able to sensitively and appropriately communicate with a range of stakeholders while advocating on behalf of Aboriginal and Torres Strait Islander people
- Previous use of Care Plans; documenting and maintaining complex information and records
- Experience working from a trauma-informed framework with a sound understanding of child development and behaviour (desired)

Key Accountabilities and Responsibilities

1. **Accountability: Cultural capability development**

Assist design and implementation of culturally safe programs and services to better support Aboriginal and Torres Strait Islander children and families in care

Responsibilities:

- Act as a subject matter expert for Aboriginal and Torres Strait Islander culture, wellbeing and culturally safe service delivery
- Lead the development and implementation of cultural capability to improve services, including policy and process
- Provide cultural advice and support to assist in needs identification, risk and development of coordinated services and responsive programs
- Provide education and training (formal and informal) in relation to Aboriginal or Torres Strait Islander culture, history, protocols and current aspirations and challenges
- Provide consultancy, information and relevant advice to Anglicare children and families staff, including tools, resources, policies and practice materials
- Implement a programme of culturally appropriate activities that will assist in quality community connection within the governance and legislative guidelines
- Support and promote culturally significant days to increase knowledge, understanding and participation by children, young people, Foster Carers and staff.

2. **Accountability: Engagement and relationship building**

Work in respectful partnership with a wide range of internal and external stakeholders to facilitate the building of meaningful relationships

Responsibilities:

Care Teams are a collective group of stakeholders working collaboratively to meet the needs of the child and families. They can include Department of Child Safety staff, Anglicare Staff and many other stakeholders relevant to the support required.

- Build relationships, connections and networks with the local Aboriginal and Torres Strait Islander community; Children and Families team members and other relevant stakeholders to support culturally safe and responsive service delivery



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- Working with the care team, support non-Indigenous foster carers, child, youth, family and community to identify and implement relevant cultural plans for young people
- Assist to develop and implement tools and resources for practical and therapeutic interventions, training and group work
- Promote and connect stakeholders to services, programs or interventions for added support
- Facilitate the sharing of information and active involvement in the child's family, country and community
- Participate in, and promote cultural support groups and encourage Anglicare team members to do same
- Work closely with the Department of Child Safety, Youth and Women and other government agencies; identify areas for collaboration and support connection of relevant kin and family for children

3. Accountability: Administration and reporting

Provide high quality reporting and administration to support service standards

Responsibilities:

- Prioritise, plan and organise commitments in order to work effectively across multiple programs
- Develop and maintain a community profile that is accessible to all Anglicare staff
- Update and maintain accurate client information, records, systems and processes as required
- Comply with the relevant incident and feedback guidelines, including reporting and recording requirements within prescribed timeframes

4. Accountability: Team contribution and continuous improvement

Contribute to a positive team environment and continuous improvement culture

Responsibilities:

- Develop and maintain positive relationships within the team
- Participate in staff meetings; share information to improve work environment and outcomes
- Provide proactive and positive peer support to team members, where required; participate in supervision, in accordance with relevant policies, including cultural supervision as required
- Contribute to ideas for improved ways of working and assist with the implementation of change
- Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

Other Duties and Requirements

- Act in accordance with Anglicare's Code of Conduct and the organisation's policies and procedures
- Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
- Ensure that credentials and qualifications set out in this Position Description are current at all times
- Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
- Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
- Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met
- Your overall wellbeing is of high importance to Anglicare and we encourage all staff to access available supports or speak with a manager or HR to identify culturally specific supports required. These could



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include:
Cultural

Supervision/Mentoring; Employer Assistance Program or other types of professional supports; Peer Support Groups e.g. First Nations Staff Networks

Delegation of Authority:

- In accordance with the Anglicare Delegations of Authority Policy.