



## POSITION DESCRIPTION

<b>Position Title</b>	Court Link Support Worker – Fixed Term Contract (ending 15 <sup>th</sup> January 2024)
<b>Reports to</b>	Programs Manager
<b>Supervises</b>	N/A
<b>Location</b>	Based in Goodna and outreach across the Ipswich Local Government Area, including Fernvale and Lowood
<b>Hours and Award</b>	<p>Contracted Full-Time Hours ( hours of service delivery - between 7 am – 7 pm Mon – Thursday &amp; 7 am – 5.30 pm Fridays – scheduled or emergency support outside these hours as required)</p> <p>The position is classified as a Social and Community Services Employee Level TO BE ADVISED under the Social, Community, Home Care and Disability Services Industry Award 2010 (hereafter “the SCHCADS Industry Award”). Superannuation is paid and salary packaging is available. Contracted until 15<sup>th</sup> January 2024, subject to funding availability.</p>
<b>About The Base</b>	<p>The Base Support Services Incorporated (The Base (formerly Goodna/Ipswich Youth and Community Action Association Inc. trading as The Base Youth Agency)) is a not-for-profit organisation delivering professional, responsive and innovative therapeutic services to young people and families in Ipswich, Goodna and surrounding regions.</p> <p>Services are provided by a skilled multi-disciplinary team of counsellors, youth workers, community workers and case managers, with expertise in assisting young people and families with high and/or complex needs. Services include:</p> <ul style="list-style-type: none"> <li>• Family and Youth Support Services</li> <li>• Fee for Service</li> <li>• Disability Support.</li> <li>• Court Link Community Support Service ( Ipswich City).</li> </ul>
<b>Our vision</b>	Working together with our community to facilitate positive change.
<b>Our mission</b>	The Base Support Services Inc’s Mission is to provide high-quality and professional support to the communities within Goodna, Ipswich and surrounding areas. This is provided through a variety of outreach and on-site services specifically to those who may be experiencing social, emotional, economic and environmental disadvantage. Individuals, families and carers will receive intensive supports to create positive change for self, family and the community. The Base Support Services Inc. is committed to upholding the safety and rights of all community members by providing a non-discriminatory safe and welcoming space to those seeking support.
<b>Position objectives/purpose</b>	<p>Court Link is a bail-based court assessment, referral and support program that aims to address the underlying contributors to offending behaviour through targeted case management and judicial monitoring of defendants. The underlying factors include homelessness, employment, drugs and alcohol and other social needs.</p> <p>Under the direction of the Program Manager, and in consultation with Ipswich Court Link Caseworkers, the Court Link Support Worker is required to assist with activities associated with clients involved in Ipswich’s Court Link Program, specifically providing quality services to clients through support that focuses on Transport, Outreach and Information, Advice and Referral.</p>

<b>Developed: 8<sup>th</sup> December 2022</b>	<b>Review Date: June 2023</b>	<b>Version No.: 1</b>
<b>Management Committee approval date:</b>	<b>Chairperson signature:</b>	

	<p>The Court Link Support worker will provide transport support for participants to access other services and attend court, provide positive mentoring offering direct guidance, advocacy, and encouragement and building trusting relationships.</p>
<p><b>Key Responsibilities</b></p>	<p><b>Leadership and Human Resource Management:</b></p> <ul style="list-style-type: none"> <li>• Be receptive to feedback, apply reflective practice and participate in regular supervision to improve professional development</li> <li>• Attend regular case supervision with the Programs Manager. If external supervision is required this may be approved upon request</li> <li>• Engage in ongoing professional development to renew and develop skills to enhance the role and the Courlink Support Services Program</li> <li>• Contribute to the development, implementation and evaluation of the annual Operational Plan.</li> </ul> <p><b>Governance and Compliance:</b></p> <ul style="list-style-type: none"> <li>• Comply with the Code of Conduct, Values and policy/procedure</li> <li>• Model positive behaviours and encourage clients to display the same</li> <li>• Comply with organisational requirements including but not limited to the reporting of incidents/complaints/compliments/hazards/risks, timely and accurate data collection and recording, attendance at training and participation in meetings.</li> </ul> <p><b>Service Delivery / Management:</b></p> <ul style="list-style-type: none"> <li>• Support the achievement of case plan goals set out by the Court Link Case Managers</li> <li>• Undertake initial intake and assessment (including risk assessment and crisis intervention)</li> <li>• Plan, coordinate and provide outreach, transport, and mentoring services to clients including information, support, referral, advocacy and skills development</li> <li>• Build trusting and professional relationships with clients and their families</li> <li>• Work intensively with Court Link clients to develop goal-orientated and individualised support plans (and exit strategies)</li> <li>• Use empathetic listening and problem-solving skills to ensure plans and strategies for support are relevant to client's needs, strengths, preferences, and goals (short and long-term) and respectful of their diversity</li> <li>• Encourage client participation in group work deliveries/activities (e.g. skills development, psycho-social education) to support the achievement of client outcomes</li> <li>• Where practical support the development and delivery of group work activities (e.g. in-house or co-facilitated with external service providers)</li> <li>• Regularly meet with clients to review goals, overcome barriers and achieve outcomes</li> <li>• Connect and link clients and their families within mainstream and/or specialist education, health, recreation, cultural and other services</li> <li>• Engage with clients using deployed social media platform</li> <li>• Maintain confidentiality and duty of care, including identification and assessment of risk factors (e.g. domestic and family violence, child safety, threat of harm to self or others) and take appropriate steps as required by policy/procedure.</li> </ul> <p><b>Financial / Resource Management:</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate client files and information systems as per policy/procedure and assist the Program Manager in the preparation of performance/accountability reports (as required)</li> <li>• Work collaboratively with staff to achieve the efficient and effective management of resources (e.g. staff, systems and processes, records) and budgets</li> <li>• Where directed, assist with the provision of administrative and general office duties, which may include but are not limited to reception, telephone, cleaning/housekeeping, filing etc.</li> </ul>

	<p><b>Stakeholders and Partnerships:</b></p> <ul style="list-style-type: none"> <li>• Build strong relationships with clients, their families, and communities, maintain specialist services to support clients to access education, health, recreation, cultural and other services and maximise client outcomes.</li> </ul> <p><b>Policy and Research:</b></p> <ul style="list-style-type: none"> <li>• Work within a client-centred, strengths-based, trauma-informed framework that is culturally appropriate</li> <li>• In collaboration with the Service Manager and Program Manager research and develop best practices and innovative approaches to service delivery</li> <li>• In consultation with the Programs Manager monitor and evaluate the effectiveness of The Court Link Support Services delivery and impact on client outcomes, and make changes where required and agreed</li> <li>• Keep abreast of legislation and standards as well as sector reform applicable to and/or impacting on The Court Link Support Service service delivery</li> <li>• Assess ongoing and future needs of clients and families accessing the Court Link Support Services Program to assist in continual program improvement.</li> </ul> <p><b>Workplace health and safety:</b></p> <ul style="list-style-type: none"> <li>• Work with the Program Manager to maintain a safe and healthy work environment for staff and clients</li> <li>• Take reasonable care for your own health and safety and that of others in the workplace</li> <li>• Operate in accordance with legislative requirements and WHS policy/procedure.</li> </ul> <p>The duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation and agreement with the Court Link Coordinator, Service Manager, Program Manager and Court Link Support Worker</p>
<p><b>Performance standards</b></p>	<p>Performance will be measured by the achievement of the Court Link Support Worker performance management plan in accordance with the Performance Management Policy.</p>
<p><b>Position Prerequisites:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Certificate or tertiary qualifications (e.g. youth work, community/human services, social science, social work, criminal justice or related discipline) with a minimum of 5 years of experience within the human service industry</li> <li>• Understanding of and/or experience working with diverse and/or disadvantaged communities, or people with complex, high needs or exhibiting challenging behaviours</li> <li>• Intensive caseload/planning/management experience is a must</li> <li>• Well-developed written communication skills including proven ability to maintain accurate and thorough case notes</li> <li>• Ability to communicate and engage effectively with people of various ages, backgrounds and cultures, including conflict resolution skills</li> <li>• Sound knowledge, or the ability to acquire, a range of relevant community resources</li> <li>• Proven organisational skills and ability to prioritise administrative and client load</li> <li>• Emotionally resilient/self-reflective and proactively manage self-care</li> <li>• Ability to work hands-on as part of a team and autonomously when required</li> <li>• Computer literacy, particularly Microsoft Word and Excel.</li> <li>• Data system knowledge and experience eg: Infoxchange systems</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in group facilitation and dynamics</li> </ul>

**Additional information – Mandatory Requirements:**

- All offers of employment are subject to a satisfactory National Criminal History Police Check, current driver's license, Working with Children Check (Blue Card) and Disability Worker Screening Check **supplied prior to commencement.**
- A current First Aid and CPR Certificate supplied before the commencement of the position
- All positions are subject to a 6-month probationary period. All staff of The Base are required to participate in operational supervision linked to the objectives as set out in the position description.

*We work hard to make our services welcoming and safe for every person. We are united in keeping children, young people, the elderly and people with a disability safe from harm within our services and the communities we support.*

*We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for the communities in which we operate and serve. We highly encourage applications from people with a disability, from those who identify as part of the Aboriginal and Torres Strait Islander community, from mature aged workers, members of the LGBTIQA+ community and people from culturally and linguistically diverse backgrounds.*

**HOW TO APPLY FOR THIS POSITION**

1. Send a cover letter (1-3 pages) outlining how your experience and skills align with the **Position's Prerequisites and Mandatory Requirements**
2. Your Resume (max 3 pages)
3. Applications that do not meet these requirements will NOT be considered.
4. Email your application to the Programs Manager – [admin@tbssinc.com.au](mailto:admin@tbssinc.com.au)
5. Applications are due by 5 pm 31<sup>st</sup> December 2022