

Uniting WA

Position Description

Job Title	Program Assistant
Department	Children's Services
Reports To	Operations Lead, Children's Services
Date Prepared/Reviewed	July 2020
Location	Inner City Hub (ICH)
Position Details	Contract

Uniting WA's purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective
<p>Brief summary of position's purpose</p> <p>The purpose of this role is to provide operational support and leadership to the team working across out of home care services. The role provides clear vision and direction on service deliverables, creates a work environment that enables high performance, defines and measures key performance outcomes in partnership with the team to address service outcomes and improvements.</p> <p>It is hoped that this role can support the professional development of staff members within the team in gaining experience of many aspects of the program, which should align with educational engagement/attainment.</p>
Values and Associated Behaviours
<p><i>Uniting's Values and Behaviours which inform the job holder's decisions and actions.</i></p> <ul style="list-style-type: none"> • Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future • Respectful – We act with honesty and integrity, and open our hearts to all people without exception • Compassionate – We are nurturing, generous and thoughtful in our words and deeds • Bold – We face injustice head on and stand up for what is right and true with confidence and strength. <p>Additionally, the role will:</p> <ul style="list-style-type: none"> • Respectfully work within the Christian ethos of the Uniting Church • Works in a way that is consistent with Uniting WA's leadership expectations • Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- High quality and sustainable services are delivered to the children/young people in our care;
 - Supporting the delivery of case work team practices that facilitate high levels of therapeutic care for our children whom have experienced trauma, abuse, multiple placements and multiple rejections in their young lives.
 - Ensure that child safe practices are a driver in all aspects of the role.
 - Supporting the delivery of models of care that meet the “Better Care Better Services” standards monitoring contractual requirements.
 - Proactively works within care team approach model, which includes working in collaboration with the immediate and wider team transparently to ensure consistency and continuity of care across all areas of service provision.
 - Teams are scheduled to match the needs of the individual young people and wider care team:
 - Rostering is completed with the care team.
 - Supporting carers on site and induction of new staff on site where needed.
- Information and client management systems are effectively contributed towards, and statistics and reports are provided to the Operations Lead where required.
- Supporting operational compliance in areas such as training provision, occupation health and safety, child safety, and other areas as required (e.g. first aid, WWC, drivers licence, registers etc.).
- Strong communication and relationship building skills that will equip them to provide ongoing support to the direct care team where required.
- Perform other duties as requested.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures.
- Identify and deal (manage and monitor) with risks associated with Uniting.
- Compliance with the values and associated behaviours of Uniting.
- Compliance with the policies and procedures of Uniting including statutory policies.
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies
<p>The knowledge and soft skill requirements necessary for this position.</p> <ul style="list-style-type: none">• Experience in working with a team of people working with children/young people who have experienced significant trauma and present with complex and challenging needs.• Sound operational skills, high organisational skills and financial apt.• Understanding and/or experience using a roster management system & staffing deliverables.• Understanding and/or experience using a financial management system.• Experience delivering one to one goal focussed work with youth.• Effective team communicator, building and fostering teamwork and positive team culture (with internal and external stakeholders)• Focussed on innovative service improvements with a focus on service deliverables, outcome measurements and contractual commitments.• Advanced understanding of child development and child related concepts e.g. trauma informed
Qualifications
<p>Education, experience and technical skills required for this position.</p> <ul style="list-style-type: none">• Advanced knowledge and experience in the provision of therapeutic care for children and young people presenting with complex needs & trauma based behaviours.• High organisational skills, and evidenced ability to prioritise with confidence.• Relevant Diploma level qualification and/or significant (i.e. 2years+) experience, including ongoing relevant professional development.• National Police Clearance.• Working with Children Check.• Current Western Australian Driver's Licence.
Additional Information
<p>Any additional information that would be helpful to someone trying to understand the nature, scope or purpose of the position.</p> <p>The role will engage with the following parties:</p> <ul style="list-style-type: none">• Children and young people with a history of trauma and attachment issues.• The case work and care team around delivering high quality therapeutic care.• Internal support services (accounts, people services, facilities, administration).• Other internal service providers who engage with our client's/clients families.• Prospective and continuing partners (Dept. of Communities, schools, clinicians, families, NDIS)• Mainstream services, community service organisations and partner agencies.• Community.• Volunteers.• Uniting Church WA and other religious based or affiliated organisations.