

POSITION DESCRIPTION

Position title	Social Worker – Community Based Support		
Hours	Full time and part time role available	Contract terms	Permanent
Location	Melbourne, Sydney, Perth or Brisbane	Department	Services
Reporting to	Manager Services Operations & Development/Manager Services Quality & Engagement	Number of Direct Reports	0

Primary Purpose

The primary purpose of this position is to provide intake, assessment, psychosocial support and therapeutic counselling services to children and young people with a diagnosis of cancer, their families and support networks. This role is also involved in the facilitation of therapeutic groupwork programs by video and face to face. This role will take a lead in developing local relationships with hospitals and other service providers. This role will provide psychosocial support to families, ranging from low level or brief support needs to high level support needs requiring complex service coordination. This position will also participate in the development, implementation and evaluation of innovative support programs and projects as part of Redkite’s strategic plan to improve support for children and young people diagnosed with cancer and their families.

Key Focus Areas

Provide Best Practice Psychosocial Support and Therapeutic Counselling

- Deliver high quality psychosocial support services in accordance with legal, organisational and professional standards of practice.
- Effectively inform and link children, young people and families to appropriate services both within and outside Redkite, and provide case management or care coordination when needed
- Conduct psychosocial assessments to identify and assess the complex needs of children and young people with a diagnosis of cancer and, their families.
- Provide psychosocial support and therapeutic counselling via:
 - Telephone
 - Video
 - Email
 - Face to face
 - Groupwork programs (face to face and by video)
 - Other identified avenues

- Develop care plans in collaboration with the individuals and families affected by cancer that consult Redkite.
- Conduct risk assessments in accordance with legal, organisational and professional requirements to identify individuals at risk.
- Record keeping and data entry in accordance with Redkite's policies and procedures.
- Consultation, liaison, care coordination with relevant service providers to promote continuity of care.
- Advocate to address client need and promote equity of access to necessary services.
- Maintain strong knowledge of key sources of practical, financial, emotional and education support for children, young people facing cancer and their families
- Contribute to the development of clinical practices, procedures and protocols in accordance with identified need.
- Actively and positively participate in clinical supervision with the Clinical Lead.

Project Work

- Support and contribute to the development, implementation and evaluation of service projects and programs.
- Contribute to the development of policy, operational procedures and work practices for service projects and programs.
- Lead or contribute effectively to project initiatives under the direction of the Strategic Projects Manager National Services or other project managers.

Quality Assurance, Research & Evaluation

- Participate in service development and improvement processes, decisions and activities.
- Promote and utilise an evidence-informed approach to clinical and project work.
- Contribute to building an evidence base to support the consolidation and innovation of Redkite Services.

High Quality Teamwork and Participation

- Utilise well developed communication, consultation, negotiation and conflict resolution skills to work collaboratively within a dynamic national team and promote the role of Redkite.
- Work effectively and collaboratively as an integral member of the Community Based Support team and the wider Services Team
- Participate in team meetings, project teams and relevant committees.
- Provide quality advice and information about Community Support programs to Redkite's Fundraising and Marketing Teams

Key Stakeholder Engagement and Relationship Management

- Engage effectively and manage relationships with internal and external stakeholders from a variety of backgrounds including children, young people, families, not for profit organisations, health and community agencies, funders, fundraisers, Redkite Regional Councillors and Board members.
- Co-facilitate and lead internal and external key stakeholder engagement activities.
- Contribute to and develop collaborative relationships with key service partners, including Hospitals, Youth Cancer Services and Childhood Cancer Support.
- Promote Redkite’s services to key stakeholders including children, young people and families and potential service referrers

Leadership

- Exercise leadership in the delivery of Redkite services by communicating vision, aligning strategy with outcomes, taking responsibility, supporting appropriate governance.
- Demonstrate and promote professionalism, respect and open communication.
- Contribute to the development of initiatives that support the continuum of care
- Identify and promote strategic opportunities for Redkite
- Identify unmet client needs and service gaps and potential service responses to address these
- Represent Redkite as and when required, speak at a variety of functions.
- Supervise students, volunteers and casual staff as required

Other

- Utilise and ensure compliance with contemporary human resource management and human service practices and principles.
- Undertake administrative and other duties as required.
- Participate in professional development and performance planning and review

Skills & Competencies

Essential	<ul style="list-style-type: none"> • A minimum of 2 years’ post-qualifying experience of providing psychosocial support and therapeutic counselling to children, young people and families • The ability to deliver holistic social work practice to families with multiple and complex support needs. • Ability to exercise advanced independent professional judgement to facilitate complex professional and clinical decisions
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	<ul style="list-style-type: none"> • Ability to establish and maintain collaborative partnerships with internal and external key stakeholders in relation to optimising service delivery outcomes • Case noting and record-keeping skills • Ability to use Microsoft Office and Google applications • The capacity to meet state and national child safety regulations including suitability for working with children and criminal checks
Desirable	<ul style="list-style-type: none"> • Previous employment in oncology, hospital or other health related support areas (including community agencies) • Experience of providing telephone and email counselling • Advanced knowledge of strength-based models of practice • Experience in leading or participating in project work • Eligibility or experience supervising a student • Familiarity with a Salesforce database • C class driving licence • Ability to undertake some intra and interstate travel • Ability to undertake some work outside of normal business hours including weekends • Provide verification of immunisation for specified infectious diseases
Qualifications & Education	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Tertiary Social Work qualification recognised by the <i>Australian Association of Social Workers (AASW)</i> • Eligibility for membership of the AASW