



Position Description

Position Title	Social Support Worker
Department	Family and Community Services
Program	FVASS
Location	North/North-West
Classification Level	Level 4 (RA Tas EBA)

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status. The Legal Aid Commission of Tasmania's (LACT) vision is that all Tasmanians are safe, respected and have their voices heard.

RA Tas have partnered to provide support services to the LACT's Family Advocacy and Support Service.

Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

In delivering services in Tasmania Legal Aid lives the values of:

- Honesty
- Courage
- Engagement

Position Summary

The primary purpose of this position is to provide integrated family violence advocacy support services, within office bases and in outreach locations, to help families affected by family violence with matters before the Family Law Courts.

Lawyers and social support workers will work together to delivery holistic services so that non-legal issues are identified and addressed alongside legal issues.



Key Areas of Responsibility

- To conduct diverse social needs risk assessment screening, including monitoring the ongoing risk and safety needs of families affected by family violence who access the service.
- To conduct safety planning and liaise with the Court to implement safety plans for Court events.
- To provide emotional and situational support to those affected by family violence
- To provide effective referrals to other specialist family violence services, family support services, community based organisations and services that can assist with child protection issues.
- To provide advocacy on behalf of a client in relation to their non-legal needs with organisations such as Housing, Centrelink and Victims Support.
- To assist victims and perpetrators by, where appropriate:
 - Describing physical orientation of court layouts
 - Providing information about court systems
 - Liaising with the Court to obtain copies of court orders and other notices from the Registry on behalf of clients
 - Discussing the impact of Judges' decisions
 - Providing debriefing services following court appearances
 - Provide nuanced and appropriate services to people facing additional barriers to accessing the family law system
 - Providing continuity of service for people moving between State and Federal Systems.
- To operate as a member of a multidisciplinary team to provide safe, effective and efficient professional services as part of the FVASS initiative.
- To assist in the preparation of policy and advertising material required, and to identify, develop and provide resources required to meet the needs of individuals and families.
- Complete required administrative work associated with client sessions, including maintaining accurate client data and files.
- Represent RA Tas and the LACT at meetings/events as required
- Attend team meetings, professional development and other meetings as appropriate
- Any other duties as required and within the general scope of responsibilities of this position.

Position Relationships

Supervisor	Manager Support & Case Management South or N/ NW
Direct Report(s)	Nil
Other(s)	RA Tas and the LACT staff, clients, external organisations

Extent of Authority

The social support worker informs and guides to gain the acceptance of others regarding the practices, systems and processes required to achieve program and service delivery outcomes. Freedom to act is governed by clear objectives which may involve the contribution of knowledge in establishing procedures within clear objectives where there are no defined established procedures. The social support worker is responsible for day to day decision making and providing advice and recommendations to their manager for complex matters.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas and the LACT values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Degree in Social Work, Psychology or equivalent tertiary qualification that is recognised to deliver short term therapeutic counselling services in accordance with agency requirements
2. Comprehensive knowledge of issues affecting adults and children related to family violence, including experience in the therapeutic management of clients with complex care needs.
3. Well developed case management skills including demonstrated ability to assess risks and safety plan for individuals and families where family violence is present.
4. High level communication, negotiation and conflict resolution skills, including the ability to communicate and engage with clients therapeutically and to assist clients with a broad range of intellectual abilities, motivational levels, and health profiles, and from a range of socio-economic backgrounds
5. Well developed ability, both individual and as a member of team to plan, organise, and work effectively in an environment subject to work pressure and changing priorities. Ability to maintain professional independence whilst also participating in a small multi- disciplinary team
6. Knowledge of the justice system including police investigations, court operations, offender management and rehabilitation, or ability to quickly acquire such knowledge.
7. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania and the LACT

Desirable Attributes

8. Current drivers' licence



Special Requirements

- The Tasmanian Government has issued a Public Health Direction in relation to people working in health care settings. As such this role requires the successful candidate to be compliant with the direction either by being vaccinated against COVID-19, or to possess a medical exemption from vaccination.
- Appointment to this position will be subject to a current and satisfactory National Police Check and Working with Children Registration
- Some intrastate and interstate travel may be required in the position

Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours
- The position may involve working with people who may have suffered abuse, personal and/or relationship trauma

Approval

Jules Carroll

Acting CEO

February, 2022