

**Pine Rivers Neighbourhood Centre**

865 Gympie Road, Lawnton, QLD 4501
PO Box 489, Lawnton, QLD 4501
Phone 07 3889 0063 Fax 07 3285 1531
Email encircle@encircle.org.au
Web www.encircle.org.au

Redcliffe Neighbourhood Centre

1 Lamington Drive, Redcliffe, QLD 4020
PO Box 2102, Redcliffe North, QLD 4020
Phone 07 3281 3081 Fax 07 3285 1531
Email redcliffe@encircle.org.au
Web www.encircle.org.au

Pine Rivers Community Legal Service

4a/481 Gympie Road, Strathpine, QLD 4500
PO Box 489, Lawnton, QLD 4501
Phone 07 3881 3500 Fax 07 3285 1531
Email legal@encircle.org.au
Web www.encircle.org.au

Young Parents Program

119 Stafford Road, Kedron, QLD 4031
PO Box 1179, Stafford, QLD 4053
Phone 07 3357 9944 Fax 07 3857 8021
Email ypp@encircle.org.au
Web www.encircle.org.au

24th December, 2019

APPLICATION PACKAGE – PROGRAM SUPPORT WORKER (PART TIME – 12 hours per week)

Applications are open for the position of Program Support Worker at Encircle Ltd. This is a part time position for 12 hours per week contracted to 18th December 2020 (with the possibility of extension) and is based at Encircle's Young Parents Program at Kedron.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the greater North Brisbane area. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy. Encircle Ltd has a growing staff team of more than 50 paid employees and 250 volunteers.

The Program Support Worker is responsible for providing administrative and program delivery support to the Greater North Brisbane Family Support team. The position will be based at the Kedron office and includes administrative tasks that support the day to day functioning of the service as well as service delivery tasks to support the facilitation of group and case work. The Program Support Worker reports to the Family Support Services Manager of Encircle. We are looking for an innovative individual to join our multidisciplinary team who can deliver effective, efficient and high quality services to meet the needs of stakeholders in accordance with the relevant Department of Child Safety, Youth and Women service agreement.

Encircle Ltd is looking for a motivated Program Support Worker with administrative experience and an ability to engage with young families. Additionally, experience working within a community service setting is highly desirable.

The following documents are enclosed:

1. Practice Framework Policy
2. Position Description

In no more than one page, your application should address the selection criteria and outline your suitability for the role. Please include a current resume in your application. Applications are to be lodged by email, clearly marking the subject line "Confidential, Program Support Worker application" and emailed to lisar@encircle.org.au

Closing date for applications is 5pm on Friday 10th January, 2020. Any enquiries for this position can be directed to Lisa Rosta, Family Support Services Manager on 3357 9944.

Yours sincerely,

Lisa Rosta
Family Support Services Manager

ENCIRCLE LTD

Practice Framework Policy

Date Adopted: _____

Signature: _____

RATIONALE

The Practice Framework provides a shared understanding of how the mission statement, “Strengthening individuals and families to take informed control of their lives and together enriching our communities.” is enacted in all the services and programs of Encircle Ltd

POLICY STATEMENT

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self determination through genuine choice and the right to participation, inclusion and consultation

At an organizational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

ENCIRCLE'S WORK IS

Community development oriented

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

Child and young person centred

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making
- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

Family focused

A family focused approach:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes

Prevention and early intervention focused

Prevention:

- is underpinned by education and information
- employs activities and strategies that support and promote individual, family and community wellbeing
- builds capacity
- supports self reliance

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED AND GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, positive discrimination strategies are applied to facilitate access and equity
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures

- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organization's resources

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

Respect

Respect involves a high regard for people's intrinsic worth, their right to self determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honouring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.

**Pine Rivers Neighbourhood Centre**

865 Gympie Road, Lawnton, QLD 4501

PO Box 489, Lawnton, QLD 4501

Phone 07 3889 0063 Fax 07 3285 1531

Email encircle@encircle.org.auWeb www.encircle.org.au**Redcliffe Neighbourhood Centre**

1 Lamington Drive, Redcliffe, QLD 4020

PO Box 2102, Redcliffe North, QLD 4020

Phone 07 3281 3081 Fax 07 3285 1531

Email redcliffe@encircle.org.auWeb www.encircle.org.au**Pine Rivers Community Legal Service**

4a/481 Gympie Road, Strathpine, QLD 4500

PO Box 489, Lawnton, QLD 4501

Phone 07 3881 3500 Fax 07 3285 1531

Email legal@encircle.org.auWeb www.encircle.org.au**Young Parents Program**

119 Stafford Road, Kedron, QLD 4031

PO Box 1179, Stafford, QLD 4053

Phone 07 3357 9944 Fax 07 3857 8021

Email ypp@encircle.org.auWeb www.encircle.org.au

Position: Program Support Worker
Reports to: Family Support Services Manager
Hours: 12 hrs per week
Classification: Social, Community, Home Care and Disability Services Industry Award 2010 (Subject to Pay Equity Regulation 316) - Level 2.1
Salary sacrifice is available
Type of Position: Part-time – Contract to 18th December 2020 with possibility of extension

Purpose of the Role:

The Program Support Worker role provides administrative and program delivery support to the Greater North Brisbane Family Support team. The position will be based at the Kedron office and includes administrative tasks that support the day to day functioning of the service as well as service delivery tasks to support the facilitation of group and case work.

Organisational Environment:

Encircle is a not for profit community owned and operated organisation for individuals and families in the greater north Brisbane area. Encircle responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle operates in accordance with its Mission Statement, Practice Framework Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Program Support Worker is part of the Greater North Brisbane Family Support team of Encircle.

The position is based at 119 Stafford Rd, Kedron, but you may be required to work from other sites during the course of your employment. Encircle offers a supportive team environment and offices are air conditioned. Fleet vehicles are available during business hours. Occasional use of own car may be required and will be reimbursed as per the Social Community, Home Care and Disability Services Industry Services Award. Encircle is committed to flexible workplace practices.

Main Duties and Responsibilities:

The Program Support Worker will undertake the following duties:

General Responsibilities

- Work within the Strengths Based Framework, Practice Framework Policy, and Positive Workplace Behaviour Procedure.

Duties:**Administrative Support:**

- Basic financial data entry and support including petty cash reconciliation and service expense entry
- Office and site maintenance support, including scheduling site maintenance and safety maintenance schedules
- Overseeing the mail system
- Maintaining relevant registers, eg. chemical registers, first aid, car seats
- Maintaining car servicing, cleaning
- Office supply maintenance and ordering
- Phone reception support and email enquiry support
- Photocopying and other office support
- Client file preparation
- Donation maintenance

Service Delivery Support:

- Group support preparation – including food preparation, activity set up
- In group support as required
- Transportation of young parents and children to and from groups
- Event preparation and support eg. Families' Christmas Event
- Client database entry
- Any other duties relevant to the position as delegated by the supervisor

Delegated Authorities:

Nil.

Qualifications, Professional Memberships, Experience:

- Administration experience preferred

Other requirements:

Drivers license

Blue Card

Police Check

First Aid Certificate desirable

Key Selection Criteria:

- Demonstrated understanding of a strengths based framework and Encircle's key operating principles
- Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report collation
- High level administrative and organisational skills
- A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers, and staff to support client outcomes and service development
- Demonstrated awareness and/or experience in working with people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds
- Demonstrated capacity to work in and contribute effectively to a small team.