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ROLE DESCRIPTION

Role Title	Functional Family Therapy – Child Welfare: Resource and Administration Worker
Team	Functional Family Therapy
Location	Slacks Creek
Classification Level	4
Reports to	Program Manager

OUR VISION AND VALUES



Excellence:

we deliver high quality services and have high expectations



Integrity:

we act honestly and openly



Optimism:

we think and act with confidence about people and the future



Steadfastness:

we persist to overcome barriers and adversity with our clients



Building independence and participation.

YFS is a not for profit organisation that backs vulnerable people in the Logan and surrounding area to overcome adversity and to thrive.

Since 1983 we have been building people’s capacity to live independently and participate in our local community through a range of initiatives and services. These include social enterprises that build employment prospects, programs that help homeless people get into long-term housing and initiatives to reduce the prevalence of domestic and family violence.

Vision for Reconciliation

YFS’ vision for reconciliation with Aboriginal and Torres Strait Islander peoples is to develop and provide services based on respect and understanding. YFS acknowledges the past and works to build independence, participation and closing the unacceptable gap between Aboriginal and Torres Strait Islander and other Australian’s health and wellbeing. - *YFS Reconciliation Plan (102161)*

Primary Purpose

This role supports the FFT-CW team by; sourcing information and referral points within the local community to address client needs identified by workers, and assisting the FFT-CW team with administration tasks.

Key Accountabilities

Service Delivery

- Identifying and accessing community information and support services.
- Support client families to link with services as part of their FFT-CW therapy plan.
- Contribute to the Jimboomba office local services resource compilation.
- Update the FFT-CW data system with newly referred families.
- Scanning and uploading completed FFT-CW client assessments into the FFT-CW data system.
- Management of FFT-CW data system consistency and completion.
- Meeting agenda preparation and follow-up (e.g. Allocation Meetings, Service Delivery Meetings).
- Preparation of resource packs for client visits.
- Obtaining client feedback during snapshot windows.
- Additional client support activities including sourcing of local information and referral points for other YFS Jimboomba based programs may be undertaken as directed.

External Relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Understands significant team and organisation external stakeholder relationships and their importance.

Leadership and Values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.
- Demonstrates and guides other team members in applying a high level of motivation, self-awareness and resilience to fulfil the requirements of the job role.

Teamwork and Collaboration

- Contribute to the development of a cohesive team environment by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional Accountability

- Use YFS and partner information and resources accountably in carrying out activities.
- Undertake work in accordance with team standards, YFS policies, protocols and procedures, including workplace health and safety, risk management and relevant legislative requirements.
- Recommends changes to procedures and quality standards that may impact across other work areas.

Problem Solving and Decision Making

- Identify and resolve problems, contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural Respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Demonstrated experience in providing information, referral and assessment across a range of disciplines.

Demonstrated experience in data entry and electronic data collection systems.

Demonstrated understanding of the impact of trauma and disadvantage to their work with clients, as relevant to their role.

Good written communication skills to write correspondence and prepare short reports.

Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.

Relevant tertiary qualifications and experience are essential.

Other role requirements:

- *Current Queensland C Class driver's license*
- *Current First Aid Certificate, or ability to obtain*
- *Current Positive Notice Blue Card and Disability Services Yellow Card Exemption Notice, or ability to obtain*