

POSITION DESCRIPTION

1. POSITION TITLE Continuous Improvement Support Worker	2. POSITION LOCATION/S Newcastle, Hunter, Manning Regions	3. DIRECT MANAGER Continuous Improvement Manager - Permanency Support
4. SERVICE AREA Social Services Programs	5. CLASSIFICATION SCHADS 3	6. POSITION STATUS Permanent

7. POSITION SUMMARY

CatholicCare's Continuous Improvement Team make a significant contribution to the outcomes for children and young people in the Permanency Support Program (PSP) and the Supported independent Living (SIL) program by ensuring quality outcomes for children in Statutory Out-Of-Home Care through supporting the adherence to compliance, program guidelines and legislation.

The Continuous Improvement Support Worker tasks include administration support for the Continuous Improvement Team including updating the PSP Hub, ensuring forms and systems are updated and maintaining systems that ensure data integrity and compliance reporting against key accountabilities. The Support Worker is required to work in partnership with the NSW Department of Communities and Justice, (DCJ) and other agencies in the universal service system to improve evidence-based casework, share decision-making risk and promote dignity in service delivery.

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

- A commitment to work within the Mission, Vision and Values of CatholicCare.
- A working knowledge of the legislation, policies and standards relevant to child protection, statutory out-of-home-care, the permanency support program and child safe organisation
- Ability to maintain timely, accurate and relevant records for reporting and information sharing
- A demonstrated commitment to work to meet the needs of children, young people, their family and foster carers.
- Excellent Communication and teamwork skills
- Demonstrated ability to take minutes and perform administrative tasks
- Highly developed skills in computer programs and databases, including but not limited to Microsoft Office programs, Teams and the ability to quickly learn and adapt to new databases.
- Experience working within the provision of social services is desirable, however applicants must be willing to complete formal training and obtain role specific training.
- Demonstrated commitment to ongoing professional development.
- Ability to demonstrate and work within the key accountabilities and inherent requirement of this position detailed in Section 12.
- Any other duties as required

9. QUALIFICATIONS/LICENCES

ESSENTIAL

- Diploma or Tertiary qualifications in Human Services, Welfare, Business Administration or related discipline (or working towards).
- Current driver's licence.
- Appointments are subject to reference checks and the following pre-employment checks:
- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons, preventing those in our care from suffering abuse or neglect, and is committed to being compliant with the NSW Child Safe Standards and the National Catholic Safeguarding Standards. The Diocese has zero-tolerance of any abuse. All employees are required to undergo a National Police Check, retain a valid NSW Working with Children Check where necessary and ensure compliance with our Safeguarding Framework Policy and Codes of Conduct.

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. PERFORMANCE		
Key Performance Area	Key Tasks	Performance Indicators
Decision making	<ul style="list-style-type: none"> • Works with supervision to set priorities and approach to workload and outputs as allocated by management. • Responsible for meeting deadlines and producing outcomes, within government and legislative policies, and for ensuring quality control in the implementation of own workload. • Ensures ability to clarify actions where there is ambiguity or complexity. • As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high risk, or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision. 	<ul style="list-style-type: none"> • Time Management • Demonstration of prioritising tasks and meeting deadlines. • Clear communication skills, both verbal and written. • Strong focus on collaborative practice in complex cases. • Child focused, family and carer inclusive practice • Research skills in relation to legislation or program guidelines • Self reflection and critical thinking
Display resilience and Courage	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change. • Offer own opinion and raise issues that are challenging • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. • Work through challenging issues by promoting strengths and using supports. • Keep control of own emotions and stay calm under pressure and in challenging situations. 	<ul style="list-style-type: none"> • Respond to requests in a timely manner • Communicate clearly and collaboratively • Respond to constructive feedback and praise and encourage colleagues to do the same • Support work life balance principles for oneself and others • Utilise debriefing and supports when necessary.
Act with Integrity	<ul style="list-style-type: none"> • Demonstrate professionalism to support a culture of integrity within the team/unit. • Act to prevent and report misconduct, illegal and inappropriate behaviour. • Participate in organisational events, development and 	<ul style="list-style-type: none"> • Abide by the Code of Conduct and Catholic Care policies and procedures. • Support a culture of professionalism, integrity, honesty and trust • Discuss ethical concerns with your

	<p>strategic planning activities.</p> <ul style="list-style-type: none"> • Participate in internal and external meetings in a manner which contributes to the positive development of the program. • Actively engage in supervision, individual work programming, performance planning and professional development opportunities. • Other duties within the scope of the position that may be assigned from time to time. 	<p>manager</p> <ul style="list-style-type: none"> • Act on concerns relating to misconduct, illegal and/or inappropriate behaviours
Commit to Customer Service	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Co-operate across work areas to improve outcomes for customers 	<ul style="list-style-type: none"> • Be transparent, empathetic, and supportive • Ensure dignity driven practice in all interactions • Utilise solution focused thinking and behaviours • Build trusting relationships
Work Collaboratively	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member. • Identify opportunities to help others when workloads are high • Keep team and supervisor informed of work tasks. 	<ul style="list-style-type: none"> • Celebrate positive outcomes • Work with others to share risk • Clarify with supervisor if unsure of tasks • Provide support to others within the scope of the role
Think and solve problems	<ul style="list-style-type: none"> • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit. 	<ul style="list-style-type: none"> • Be analytical • Focus on solutions while addressing challenges
Plan and Prioritise	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving 	<ul style="list-style-type: none"> • Apply skills in time management • Apply skills in prioritisation • Clarify with manager if unsure of prioritisation • Support the achievement of goals for the team and the overall program

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Technology	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks. • Apply practical skills in the use of relevant technology. • Make effective use of records, information and knowledge management functions and systems. • Understand and comply with information and communications security and acceptable use policies. • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies. 	<ul style="list-style-type: none"> • Apply technological skills and learnings to programs • Seek to understand programs and best use of programs • Support initiatives relating to technology

13. KEY RELATIONSHIPS & COMMUNICATIONS	
RELATIONSHIP	PURPOSE & FREQUENCY
Continuous Improvement Manager	<ul style="list-style-type: none"> • Direct Supervisor • Seek direction, advice and support • Provide information and feedback
PSP Managers, SIL Managers, Executive Manager	<ul style="list-style-type: none"> • Work in collaboration to provide best practice outcomes for children, young people, families and carers • Seek direction, advice, and support • Provide information and feedback
Permanency Support program staff and SIL staff	<ul style="list-style-type: none"> • Peers and colleagues • Provide consultation and information • Collaborate to provide appropriate services for children young people and families
Government and non-government partners	<ul style="list-style-type: none"> • Collaborate to provide appropriate services for children young people and families • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
Children's Court	<ul style="list-style-type: none"> • Support the safe storage and information handling of Court orders, and other legal documents required to be held by the agency

Office of Safeguarding	<ul style="list-style-type: none"> • Reporting concerns related to vulnerable people as per the • Diocese of Maitland-Newcastle, (DOMN) reporting policies and the employee Code of Conduct
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14. SIGNIFICANT CHALLENGES

What?	Why?
Dealing with sensitive and complex issues appropriately and confidentially.	In addition to legislative requirements, it is essential that all stakeholders feel a sense of safety, trust and support with Catholic Care.
Assisting in time critical applications of updating, finding and sharing of information	In order to get the best outcomes for children, young people, families and carers, Continuous Improvement staff need to support the updating and gathering of information to meet strict deadlines.
Undertake quality assurance and continuous improvement tasks assigned by the Continuous Improvement Manager.	To meet our legislative, funding body and ethical requirements it is essential that quality assurance and continuous improvement is forefront.

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager
- Have a current NSW Driver Licence
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

P.D Last Reviewed:	January 2025	Next Review is due on:	January 2026
Occupant Name:			
Occupant Signature:		Date:	