

## Position Description

<b>Job Title:</b>	<b>Group Work Practitioner – Wattle Place</b>	
<b>Job Purpose</b>	<p>Provide group work practice and clinical experience to support and deliver the Wattle Place group work program to deliver high quality services to clients and; apply their community engagement skills and experience to support the community and regional engagement strategy of Wattle Place.</p> <p>The position works as part of a team, contributes to program and service development, and supports the centre including promoting services to clients and stakeholders.</p>	
<b>Department:</b>	Operations	
<b>Position Type</b>	Permanent	<b>Date of Issue:</b> July 2020
<b>Location</b>	Wattle Place	
Direct Reports	N/A	
Liaises with	<p>Internally: all employees</p> <p>Externally: other similar services, referral sources, key external stakeholders and clients.</p>	
Supervisor	Group Work and Community Engagement Team Leader	
Manager/ Team Leader	Wattle Place Manager / Group Work and Community Engagement Team Leader	

1. Core Responsibilities	Tasks	Weighting %
<p><b>1.1 Client Focus</b> We ensure that our clients will receive judgement free and tailored services that are evidence informed, align with trauma informed care principles, responsive, effective and outcome focussed</p>	<ul style="list-style-type: none"> <li>• Provision of quality trauma-informed group work interventions for psychological well being for clients and community</li> <li>• Apply person-centred, trauma-informed, and strengths-based approach to working with clients.</li> <li>• Assess suitability of clients and presenting issues for inclusion in the group work program.</li> <li>• Maintains provision of quality service to clients throughout all stages of group processes, including all clinical and administrative tasks.               <ul style="list-style-type: none"> <li>○ Effective screening of all clients pre-group and ongoing for the safety of both clients and staff in line with TICP and best safe practice.</li> </ul> </li> </ul>	60

	<ul style="list-style-type: none"> <li>○ Identify the need for immediate short-term assistance for clients and make arrangements for temporary support in relevant cases.</li> <li>● Maintain accurate client records, eg file notes updated daily, and data entry according to RANSW policy. <ul style="list-style-type: none"> <li>○ Input, maintain and ensure currency of data detailing referral statistics, client outcomes, administrative records and written reports</li> </ul> </li> <li>● Facilitation of client and community events</li> <li>● Provide support for clients in regional / rural areas as required.</li> <li>● Contribute to the effective implementation of client feedback and <ul style="list-style-type: none"> <li>○ Participate in research-related projects to identify and effect best practice services.</li> </ul> </li> <li>● Contribute to service promotion and referral pathways</li> <li>● Coordinate a specific project or other equivalent/additional duties as required</li> </ul>	
<p>1.2 People We are skilled, engaged, innovative and client focussed in delivering high quality services</p>	<ul style="list-style-type: none"> <li>● Work cooperatively and contribute to the overall functioning of the team.</li> <li>● Contribute and attend to continuous improvement of the quality of services provided to clients.</li> <li>● Participate in regular clinical supervision and professional development opportunities.</li> <li>● Maintain a professional standard of behaviour</li> <li>● Ensure compliance with the full range of organisational Code of Conduct and Policy and Procedures</li> </ul>	30
<p>1.3 Sustainability We ensure our organisation's long term sustainability</p>	<ul style="list-style-type: none"> <li>● Ensure compliance with Workplace Health and Safety requirements in line with RANSW Workplace Health and Safety policy and other policy and procedures</li> <li>● Notify and escalate incidents (including complaints) in a timely manner.</li> </ul>	10

## 2. Role Competencies

Group Facilitation Skills	<p>Demonstrated group facilitation skills with clients who have been impacted by complex trauma / childhood trauma.</p> <p>Ability to practice with empathy and understanding in order to engage clients.</p> <p>Ability to monitor and respond to group dynamics in a respectful, person centred, trauma informed manner.</p> <p>Ability to establish rapport, respect and trust with clients.</p>
Client Orientation	<p>Attention to person- centred needs and strengths identification and assessment; respond to the client's need in a manner that increases well-being and generates satisfaction; actively listen and follow through on commitments to clients.</p>
Trauma Informed Care	<p>Demonstrated understanding of trauma-informed care principles and ability to practice in accordance with TICP</p>
Professional Practice and Development	<p>Demonstrated maturity and professionalism. Ability to engage in reflective practice through clinical supervision and a commitment to continual professional development.</p>
Interpersonal and Communication Skills	<p>Demonstrated initiative and adaptability to changing situations. Ability to work effectively. High level of oral and written communication skills.</p>
Team Work	<p>Ability to work as part of a team as well as independently. Collaboration and cooperation in working toward shared organisational goals for service delivery and contribute to a positive team culture.</p>
Crisis Management	<p>Ability to think and act appropriately in a crisis and to manage self and others in situations where emotions and conflict are apparent. Can manage their own emotions and assist others to remain calm.</p>
Accountability	<p>Takes ownership of work and identified areas of improvement, transparent in practices, corrects mistakes when identified.</p>

### 3. Prerequisites

#### 3.1 Mandatory

Qualifications	Formal graduate qualifications in Social Work, Psychology or other relevant disciplines.
Experience	Minimum 3 years post graduate experience in providing group programs for people who have experienced trauma.  Experience managing dynamics in group where participants have complex trauma
Knowledge	Understanding of the history of institutional and Out of home care in Australia and of the issues/ barriers faced by Forgotten Australians and Former Child Migrants and the long term impact of Out-of-Home care on childhood development.  Understanding of the long term impact of the 'care' experience for the person and the issues/ barriers faced in adulthood.  Understanding of trauma informed care principles.
Technical	Ability to provide quality group interventions that are person centred, trauma informed, and strength based.  Highly developed therapeutic skill base for assessment, engagement, and working with people who have experienced loss, abuse and trauma.
Team work	Experience and ability to work as a collegial member of a team, sharing information proactively.
Other	Demonstrated ability using a client management database  Excellent verbal and written communication, interpersonal, and relationship building skills – builds connection and empathy quickly

#### 3.2 Desirable

Qualifications	Post Graduate qualifications in group work, trauma or other relevant disciplines. Be registered or eligible for membership of <ul style="list-style-type: none"> <li>• Psychotherapy and Counselling Federation Australia as a clinical member or</li> <li>• Australian Counselling Association (Level 3 or 4) or</li> <li>• Australian Association of Social Workers</li> </ul>
Experience	Experience with working with Aboriginal And Torres Strait Island people and ability to ensure cultural safety  Experience with working with people with disability and ability to ensure cultural safety.  Experience with working with LGBTIQ+ related issues and ability to ensure cultural safety  Experience with working with people from Culturally and Linguistically diverse backgrounds and ability to ensure cultural safety
Knowledge	Knowledge of Forgotten Australians support needs and referral pathways
Technical	Ability to use office technology
Team work	Experience in working in a large organisation and contributing to organisation strategic targets.
Other	Ability to travel throughout New South Wales and work flexible hours

<b>4.0 Authority</b>	
Expenditure	nil
Brokerage	nil

<b>5.0 Agreed</b>	
Authorised and Dated by General Manager / EGM: .....	Authorised and dated by Human Resources: .....
Signed and dated by Employee: .....	