



POSITION DESCRIPTION

Position Title	Relationship Intervention Worker
Reporting To	Programs Manager Social Health

PURPOSE OF THE POSITION

The Relationship Intervention Worker forms part of the Joint Support Program (JSP), which aims to assist juvenile offenders engaged in the juvenile justice system, to overcome offending behaviour and re-integrate into the Community. The Joint Support Program also aims to assist young people in establishing a healthy pro-social lifestyle and prevent reoffending.

The Relationship Intervention Worker provides a short-term intervention, which focuses on strategies to improve relationships, reduce conflict, mediate solutions and encourage collaborative problem solving through a mixture of individual and/or group interventions. Where possible the service will work with young people and the significant people in their lives where there are relationship difficulties and conflict.

The Relationship Intervention Worker can provide assistance to young people to develop and implement strategies to deal with situations where the significant people cannot or don't want to be involved. This service may be provided when young people are leaving custody to encourage a smooth transition back to their families, carers and community.

KEY RESPONSIBILITIES & DUTIES

- Conduct initial risk assessments of clients and their families with Juvenile Justice Officers to ensure it is safe to proceed with the relationship intervention and support.
- Respond to referrals from Department of Juvenile Justice.
- Conduct and record review and exit meetings at 6 week and 12 week intervals
- Engaging with families to develop and maintain supportive and empowering relationships founded on mutual respect, trust and the strengths of families using the principal of participant empowerment whereby families take responsibility for their issues and work on addressing them.
- Provide clients and their families with access to counselling and support necessary to assist in the restoration of healthy relationships, reduce conflict, mediate solutions and encourage collaborative problem solving.
- Identify and develop the intervention structure to ensure participant issues are solvable and relevant to the young person's offending behaviour, as well as undertaking family intervention using pro-social modelling and collaborative problem solving.
- Implement relevant support models which include setting ground rules, identifying issues the family would like to change, explore issues in detail and prioritise, develop goals and identify strategies to achieve agreed goals.
- Conduct ongoing need assessments of families to determine the need for ongoing counselling services to ensure positive changes are sustained.
- Provide unscheduled support to families in times of crisis, including over the phone support.

- Coordinate and support the exit of clients and their families from the program, including preparing post case summaries, questionnaires and support letters.
- Participate in the coordination of interagency meetings, steering committees and other forums in order to share information, best practice and highlight the needs of families and adolescents in the community.
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO, Senior Manager or Supervisor

KEY PERFORMANCE AREAS

- Accurate and up to date records of client information and program data.
- Reports and records are submitted accurately and to deadlines.
- Clients and Families are properly exited from the program and feedback is gathered and evaluated.
- Appropriate services and programs are sourced to support clients and their families.
- Strong relationships are developed with clients, community, Department of Justice and other support agencies.

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Relevant tertiary qualifications in Justice, Welfare, Community Services, Social Work, Counselling or related field.
- Demonstrated experience in the delivery of casework, case management and or counselling services.
- Clear understanding of the needs relating to families and young people involved in the justice System.
- Ability to develop professional working relationships and work effectively with young people with challenging behaviours and their families.
- Sound knowledge of local service providers in the Far South Coast and Tablelands, including the ability to work in collaboration with government and non-government agencies.
- Proficiency in report writing and demonstrated ability to develop, organise and maintain reports in a timely manner.
- Excellent interpersonal skills both written and verbal with the ability to communicate with people at all levels.
- Proficient computer literacy including the use of all Microsoft Office Applications and experience using client management information systems.
- Ability to work sensitively with Aboriginal and culturally and linguistically diverse people.
- Clear Working with Children Check and Criminal Record Check.
- Current Drivers Licence and willingness to travel overnight in regional and interstate areas if required.

Desirable

- Aboriginality*

PERSONAL QUALITIES AND ATTRIBUTES

- Highly developed organisational skills and capacity to prioritise competing demands.
- Effective time management skills and the ability to work to strict deadlines.
- Demonstrates flexibility and initiative in the workplace.
- Effective conflict resolution skills, negotiation, mediation and decision making skills.

RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO may make day to day requests for support and information from the Relationship Intervention Worker.
SCMSAC Senior Manager Social Health	The Relationship Intervention Worker may receive guidance and direction from the Senior Manager Social Health.
SCMSAC Programs Manager Social Health.	The Programs Manager Social Health is the first point of contact for the overall direction of work and will provide support to the Relationship Intervention Worker.
SCMSAC Supervisors and Employees	The Relationship Intervention Worker will interact closely with employees, Supervisors and Senior Managers to develop and maintain effective working relationships, collaborate on matters, respond to referrals, exchange information and provide advice and feedback.
JSP Clients	The Relationship Intervention Worker will develop and maintain caring, supportive, professional relationships with targeted young people and their families, carers and networks ensuring professional boundaries are established and maintained.
External Stakeholders	The Relationship Intervention Worker will develop and maintain strong connections with external stakeholders such as Department of Juvenile Justice, other relevant Government, public, private, Non-Government and volunteer services in the local area.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.