



**Position Description**  
**Building Stronger Families Project Worker**  
July 2010

<b>Job Title</b>	Building Stronger Families Project Worker
<b>Level</b>	Level 5 with salary sacrifice available
<b>Award</b>	SACS
<b>Hours</b>	38 hours/week July 2010- June 2011 [1 Year position]
<b>Location</b>	<b><i>Brisbane</i></b>
<b>Team</b>	Youth & Families Team
<b>Cost Centre</b>	Dept of Immigration and Citizenship
<b>Reporting to</b>	Direct Services Manager
<b>Main Purpose of Position</b>	<ol style="list-style-type: none"> <li>1. Provision of Building Stronger Families Program with emerging communities of refugee background in Brisbane, Logan and Toowoomba to build understanding and community capacity around family needs</li> <li>2. Build strong working relationships with local community groups and families</li> <li>3. Coordinate and develop skills within the bicultural support workers engaged in the Building Stronger Families program</li> </ol>
<b>Key Effectiveness Areas</b>	<ul style="list-style-type: none"> <li>• Work with local refugee communities to identify needs, plan group activities and develop strategies with local communities to support families</li> <li>• Provide relevant cross-cultural information to Program participants and co-workers</li> <li>• Facilitate Building Stronger Families groups including planning, facilitation, monitoring and review</li> <li>• Coordinate the involvement of bicultural workers to support activities and groups as well as associated requirements including child care, catering, venue and other logistical needs</li> <li>• Maintain records of service users of the agency, statistics and evaluation data in both paper and on-line systems</li> <li>• Participate in the ongoing development and evaluation of the Building Stronger Families Program</li> <li>• Networking with other organisations and communities, to ensure high quality support is available and maintain a positive and collaborative approach to supporting family relationships</li> <li>• Be a contributing member of the QPASTT staff team and to participate in organisational activities</li> </ul>
<b>Number of Direct Reports</b>	Nil
<b>Key Relationships</b>	<u>Internal</u> Coordinator Youth & Families Team Manager Direct Services <u>External</u> Refugee communities and individuals Family Relationship, Settlement and other relevant services and networks
<b>Key Selection Criteria</b>	<u>Essential</u> <ol style="list-style-type: none"> <li>1. Tertiary qualifications in a relevant discipline eg: social work, human services, psychology or related discipline</li> <li>2. Well-developed understanding and experience in community development principles and practice</li> <li>3. Demonstrated experience in facilitating groups including the ability to prioritise different needs within a group</li> <li>4. Demonstrated experience and sensitivity in working with people from refugee backgrounds and/or from culturally and linguistically diverse backgrounds, including an understanding of working with interpreters.</li> <li>5. High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy and presentation skills</li> <li>6. Well developed understanding of the laws in Australia regarding family relationship issues such as family violence and child protection and ability to apply this in the family context for different cultures</li> <li>7. Demonstrated experience in working as part of a diverse team</li> <li>8. Commitment to the values of QPASTT (see below)</li> <li>9. Possession of, or eligibility for, a Queensland Blue Card</li> <li>10. Current Open Queensland Drivers Licence</li> </ol>

	<p><u>Desirable</u></p> <ol style="list-style-type: none"> <li>11. Understanding of working with people who have suffered trauma and knowledge relative to the field.</li> <li>12. Demonstrated capacity to develop flexible and creative strategies to address family relationship issues, particularly in relation to the process of acculturation, for example intergenerational issues arising between children/young people and parents/carers</li> </ol>
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<b>QPASTT Values</b>	<b>Key Behaviours</b>
<b>Survivors of torture and trauma come first</b>	<p style="text-align: center;"><b>Client focused Orientation</b></p> <ul style="list-style-type: none"> <li>• Provide a high standard of service and support to our clients and their families that is culturally relevant</li> <li>• Use appropriate communication to accurately determine the needs of our clients</li> <li>• Maintain positive and professional relationships</li> <li>• Ask clients to actively participate in all aspects of service delivery</li> <li>• Respect the human rights of the client, their family and the community</li> </ul>
<b>We value our people and encourage teamwork through mutual respect and trust</b>	<p style="text-align: center;"><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Contribute opinions, encourage others to contribute their opinions and build on them</li> <li>• Involve others to achieve outcomes</li> <li>• Engage in collaborative practice with colleagues</li> <li>• Work to achieve common goals</li> <li>• Accept responsibility for achieving shared goals</li> </ul> <p style="text-align: center;"><b>Establish mutual respect and trust</b></p> <ul style="list-style-type: none"> <li>• Communicate genuinely around topics of mutual interest</li> <li>• Build trust through managing and delivering on expectations</li> <li>• Communicate to others that they are valued &amp; important</li> <li>• Seek to build rapport with people</li> </ul>
<b>We insist on openness and accountability</b>	<p style="text-align: center;"><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Exchange ideas by using suitable language</li> <li>• Demonstrate a clear, concise, open manner appropriate for the audience</li> <li>• Listen when others are communicating</li> <li>• Demonstrate approachable and open body language</li> </ul> <p style="text-align: center;"><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Provide regular information to the community and other stakeholders outlining our work</li> <li>• Ensure that our service can be accessed by all survivors and that equitable service is received</li> <li>• We will consult regularly with survivors, their families and the community about what needs changing in our service</li> </ul>
<b>We adhere to the strongest ethical standards in both practice and research</b>	<p style="text-align: center;"><b>Ethics</b></p> <ul style="list-style-type: none"> <li>• Adopt an ethics based approach to all aspects of our work</li> <li>• Ensure the highest standards are achieved in relation to privacy of information and confidentiality</li> <li>• Respect the right of client to disclose whatever level of information they feel comfortable with and how the information is to be used</li> </ul>
<b>Our work is supported by reflective practice and innovation to achieve quality client outcomes</b>	<p style="text-align: center;"><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Focus on delivery of appropriate outcomes for clients</li> </ul> <p style="text-align: center;"><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Embrace and contribute to new approaches dealing with work and service delivery problems or innovations</li> </ul> <p style="text-align: center;"><b>Reflective Practice</b></p> <ul style="list-style-type: none"> <li>• We regularly review our practice and make changes with a view to providing a quality service.</li> </ul>