

FAMILY OUTREACH & RELATIONSHIP SERVICES National School Chaplaincy Program: Pastoral Care Worker

Thank you for your interest in the position of Pastoral Care Worker with *Centacare* Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPI's) and the essential and desired qualifications required for the position.

In support of your application it is anticipated that you will:

1. Submit a covering letter
2. Address each of the 5 KPI's by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your supporting documentation as specified above either by email or post to:

Lynne Thorpe
Manager, Family Outreach and Relationship Services: Murray Bridge
Centacare Catholic Family Services
55 Adelaide Road, Murray Bridge. SA 5253

lthorpe@centacare.org.au

POSITION DESCRIPTION

National School Chaplaincy Program

Pastoral Care Worker

Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

Centacare is a Child Safe Organisation

POSITION INFORMATION	
POSITION TITLE	Pastoral Care Worker
RESPONSIBLE TO	Executive Manager, Family Outreach & Relationship Services through the Manager, Murray Bridge - National School Chaplaincy Program
UNIT	Family Outreach & Relationship Services
AWARD	Social, Community, Home Care & Disability Services Industry Award 2010 (SoComm)
CLASSIFICATION	Social and Community Services Employee, Level 4

POSITION DESCRIPTION	
<p>The National School Chaplaincy Program aims to support schools in promoting the wellbeing of students by providing funds that contribute to the maintenance or establishment of Pastoral Care Worker services in the school. National School Chaplaincy Program funded services are designed to form part of the already existing wellbeing services provided within the school community. This initiative does not seek to diminish or replace existing careers advice, counselling services or any other wellbeing service funded by state and territory governments, schools or sector. The program is designed to provide a tailored option, based on the requirements of the school community and their decisions regarding the service to be delivered.</p>	

QUALIFICATIONS & CONDITIONS

Essential:	Minimum Certificate IV in Youth Work or Pastoral Care or an equivalent qualification which must include competencies in 'mental health' and 'making appropriate referrals'
Desirable:	Social work or Bachelor of Education or Bachelor of Behavioural Science or Psychology or Counselling qualifications
Special Conditions:	Require a DCSI (Department for Communities and Social Inclusion) Clearance and a National Police Clearance Current Driver's Licence Responding to Abuse and Neglect Training – Education & Care is required

KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none">• Act in a professional manner at all times when dealing with internal and external clients and stakeholders• Demonstrate an understanding of <i>Centacare</i> and positively promote the organisation both internally and externally• Maintain confidentiality on all issues relating to the organisation, clients and colleagues• Provide prompt and courteous service to all clients; including colleagues, other services and the community• Treat all clients with respect and equality, whilst being responsive to their needs• Demonstrate an awareness of diverse cultural needs.• Maintain a professional manner and be responsive to enquiries	<p>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<p>Work Management</p> <ul style="list-style-type: none">• Work closely with, and/or as part of the school wellbeing committee or team to plan for and deliver student resilience and wellbeing services• Provide students, their families and staff with support and or appropriate referrals, in difficult situations such as during times of grief or when students are facing personal or emotional challenges.• Develop relationships with, and refer students/parents/carers to specialist services within the school as appropriate or externally under the direction of the School Principal if there are existing state/territory or school referral policies• Organise one-on-one or group sessions with students, parents, staff and other members of the school community as requested and required by the school community• Run breakfast clubs• Deliver peer leadership and support programs	<p>Demonstrated knowledge and application of the specific skills required for this position</p> <p>Demonstrated collaborative work practices</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<ul style="list-style-type: none">• Participate in school activities such as sport, camps, gardens etc• Report to school community organisations on service provision within the school community• Facilitate activities connecting students with other members of the community• Mentoring/coaching• Thorough knowledge and understanding of child development and a clear child focused approach to all aspects of working with children and families.• Knowledge of legislation relating to working with children and families.• Thorough knowledge of relevant legislation <p><i>Working in Partnership</i></p> <ul style="list-style-type: none">• Ability to develop strong relationships with key stakeholders• Ability to work closely with management• Work collaboratively with local and relevant services• Contribute to community and professional capacity building by developing networks and knowledge of resources within the school community.	

KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE

Key Competencies	Key Measures
<ul style="list-style-type: none">• Effectively balance work, family and personal commitments• Commitment to continual professional and personal development• Demonstrate flexibility and initiative during periods of change• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required	Demonstrated experience and understanding of the need for continuation of both personal and professional development

KPI 4: TEAMWORK AND COMMUNICATION

Key Competencies	Key Measures
<ul style="list-style-type: none">• Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes• Demonstrate a commitment to teamwork and the maintenance of a supportive work environment• Work harmoniously with other team members to achieve service delivery excellence• Resolve any workplace conflict in a professional manner and through the correct organisational processes• Participate in regular and professional communication with the manager and with all relevant colleagues and managers• Participate in supervision and support as required• Actively participate in the Performance and Professional Development review and Plan as required	<p>Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation</p>

KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

Key Competencies	Key Measures
<ul style="list-style-type: none">• Be aware of, and practice according to the organisation's mission, objectives, core values and strategies• Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation• Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards• Support the development and maintenance of a best practice WHS culture within the workplace• Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors• Adhere to safe work practices• Implement actions in WHS plans as required• Ensure that all documentation is accurate and completed in a professional and timely manner• Coordinate filing and administration in a professional and orderly manner• Ensure all records are maintained according to <i>Centacare's</i> WHS policies and procedures	<p>Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures</p> <p>Demonstrated commitment to the professional and timely administration of all documentation requirements</p>

KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)	
Key Competencies	Key Measures
<ul style="list-style-type: none"> • Ensure all records are maintained according to the school's WHS policies and procedures. 	

PERFORMANCE MONITORING
<p>Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.</p> <p>The process is implemented through a performance framework that includes:</p> <ul style="list-style-type: none"> • Day to day management, communication and continuous feedback from Line Manager • Annual Performance and Professional Development Review • Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

I have read, understood and accept the responsibilities outlined in my position description.

Employee: **Date:**/...../.....
(Signature)

Line Manager: **Date:**/...../.....
(Signature)