

Position description

Title	Former Resident Information and Records Service – Support Worker
Reports to	Former Resident Information and Record Service Coordinator
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Part-time permanent (0.8 FTE)
Primary Location	Abbotsford / Hybrid
Date	November 2022

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

Good Shepherd is committed to our work with clients – past and present – placing them at the center. The Former Resident Information and Record Service Team (FRIRS) provides a supportive, safe, responsive, and respectful experience for those seeking access to, and an understanding of their past, through records held at Good Shepherd.

Key Responsibilities

The FRIRS Support worker with the FRIRS Coordinator collaborate with others to achieve the following objectives:

- To provide, within a trauma informed, therapeutic framework, support, understanding and meaningful resolution pathways for people who in the past lived in Good Shepherd Institutions (Australia and New Zealand).
- To provide information about and referrals to other support services where needed.
- Work collaboratively with the Former Resident Information and Records Service Coordinator to develop projects and program improvement
- To research, prepare and release personal information/records to past residents (or their families) from their telephone enquiry or in-person contact. At times meeting with individuals in person to discuss their past placement with Good Shepherd is more appropriate.
- To respond to requests from past residents in a timely manner.
- To provide resources and/or support to past residents regarding reunions or gatherings.
- To provide support in relation to Good Shepherd memorials – remembering, honoring, and acknowledging past residents.

Responsibilities of Good Shepherd Employees

Strategy

- Support the GSANZ commitment to improving the lives of women and girls, by providing high quality support to past residents and their families in line with our Strategic Plan
- Provide advice and recommendations to inform planning
- Support the Heritage Engagement Coordinator to develop relevant Heritage policies and procedures to ensure a quality and consistent approach to all enquiries
- Maintain continuous learning and understanding of Good Shepherd history
- Keep abreast of sector developments

People

- Ensure that Mission is reflected and embedded in all activities related to past resident responses
- Work in collaboration with Mission Lead, Heritage Engagement Coordinator and Archives to:
 - Expand information and referral to past residents and their families
 - To monitor and respond to enquiries from past residents and/or their families

Clients

- Ensure that a Mission Lens (values and behaviours) is applied to all engagement with past residents and other stakeholders. (Stakeholders can include, visitors, past residents and/or their families, Good Shepherd people, Board, staff, volunteers and relevant external partners)
- Assess individual needs and when appropriate refer individuals to external support networks.
- Assist past residents to access records held by other institutions or Government
- Maintain comprehensive and accessible data collection and analysis of contacts to inform a quality service response

Service Delivery and Operations

- Provide phone and in-person support to past residents
- Manage delegated caseload
- Liaise with Good Shepherd Sisters where appropriate regarding past residents
- Maintain past resident phone and counselling documentation and contact records
- Implement actions from the Good Shepherd Safe Guard Framework
- Attend organisational meetings and training
- Report to the Heritage Engagement Coordinator

Stakeholders

- Identify and maintain effective external partnerships that enhance delivery of high quality responses to past residents
- Attend stakeholder meetings (in consultation with Heritage Engagement Coordinator)

Compliance

- Safeguarding Legislation
- Internal Polies and Procedures
- Privacy legislation

Qualifications and Mandatory Requirements

- Qualification in Counselling, Social Work, or other related health field
 - Alignment with Good Shepherd Mission and Values
 - A current Police Record Check
 - A current Working with Children Check (WWCC) or state equivalent
 - Proof of the right to work in Australia
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Key Selection Criteria

1. Experience in trauma informed counselling
 2. Experience in phone assessment
 3. Experience in responding to people in distress
 4. Capacity to communicate well and develop relationships
 5. Capacity to work with diverse groups
 6. Capacity to work collaboratively
 7. Experience in developing new projects/community development
 8. Some understanding of past Institutional Care within the Catholic/Religious context an advantage
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Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.