

Position Description

Position Title:	Family Support Worker
Location:	784 Station Street, Box Hill North VIC 3129
Award/Classification:	Social, Community, Home Care and Disability Services Award (SCHCADS), Level 3
Reports to:	Manager, Chinese Cancer and Chronic Illness Society of Victoria
Position Status:	.4EFT, .6EFT, or .8EFT negotiable
Closing Date:	Friday, 15 th October 2021

About Chinese Cancer and Chronic Illness Society of Victoria

Chinese Cancer and Chronic Illness Society of Victoria (CCCIS) is a Not-for-Profit organisation committed to improving the wellbeing of Chinese people who are affected by chronic illness by delivering effective and supportive services as well as building the capacity of consumers in their recovery process. CCCIS operates across the whole Metropolitan Region of Melbourne.

CCCIS aims to

- provide direct relief and support services and programs to people of Chinese descent who are affected by cancer and or chronic illness
- deliver information and community education about cancer and or chronic illness in the Chinese language to people of Chinese descent
- advocate for cultural needs of people who are affected by cancer and or chronic illness

Our Mission is to alleviate distress and suffering and sustain the quality of life of people from a Chinese background who are affected by cancer and or chronic illness.

To find out more about CCCIS, visit our website at www.cccis.org.au

About the Family Support Program

CCCIS Family Support Program focuses on delivering a range of client focused support services to individuals affected by chronic illness and their family/carers from Chinese speaking background across metropolitan Melbourne. Services include one-on-one culturally appropriate emotional support, case management, peer-connect and group support, to be provided to

- people with cancer and or chronic illness and their carers
- bereaved family members



- general public in the Chinese community who would like to have access to resources on cancer and or chronic disease as well as related community services

Position Summary

The primary responsibilities of the Family Support Worker include:

- completing/ensuring completion of assessments with a focus on client directed care
- providing case management, psychosocial support and information to individual clients including people affected by chronic illness and their family/carers to navigate the healthcare system
- providing a flexible outreach service to clients who have special needs and/or healthcare facilities as required
- working collaboratively with other service delivery agencies in relation to individual client's needs.
- matching the volunteers to clients involved in direct service delivery and administrative support
- assisting with facilitating chronic illness support group(s) as required
- meeting recording and program targets for hours-of-service provision and number of contacts, and ensuring all administrative requirements are completed, including
 - documenting client assessment, care plan and intervention on CCCIS' client management system
 - Ensuring all reporting, record keeping, data management and other administrative duties being completed accurately and promptly.

Key Selection Criteria

Qualifications/Registration

- Tertiary qualifications in Social Work or an equivalent qualification in fields related to health and community services

Technical Skills/Knowledge/Experience/Attributes

- A strong sense of empathy and understanding towards individuals affected by chronic illness, such as cancer
- Ability to be reflective, transparent, flexible and resilient
- Ability to take initiatives and work autonomously and be accountable
- Experience in case management and providing psychosocial support to people across all age range
- Experience in working with grief and/or bereavement
- Good verbal and written communication skills with clients and other team members
- Integrity and reliability that fosters open honest communication with other team members
- Intermediate computer literacy skills, and experience with Microsoft Office suite and other virtual meeting applications
- Respectful professional relationships that have clear boundaries with clients, staff members and partner organisations

Mandatory:

- Fluent in spoken Chinese (Cantonese and Mandarin) and English, as well as written Chinese and English



- Understanding of Chinese culture(s)
- Evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role
- Current Victorian Driver's Licence
- Current National Police Check
- Current Work with Children's Check (WWCC)

Desirable:

- *Willingness to use own vehicle and to undertake travel as may be required with the position*
- *The ability to work on some weekends or after hours and be flexible in work hours at times to meet the reasonable demands of this position.*

Additional Information

- CCCIS is an equal opportunity employer.
- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010; plus the current legislated Superannuation contribution.
- Salary packaging is available to all fixed and permanent staff.
- All offers of employment are subject to a six-month probationary period.
- Performance reviews are linked to criteria in the position description, individual work plans as well as active demonstration of CCCIS' values.
- Employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check. (If you have resided overseas for more than 12 months in the last 10 years, an international criminal record check will be required as a condition of employment.)

Employee Statement

The employee's signature indicates:

- that the employee has read, understood, and accepted the Position Description and this Position Description Attachment.
- that the employee is not aware of any condition (legal, physical or psychological which may negatively impact on his/her ability to carry out the duties as described)

Name _____

Signature _____

Date _____

