



## Family Support Worker Position Description

### OVERVIEW OF CCCIS

Chinese Cancer and Chronic Illness Society of Victoria (CCCIS) is a volunteer-based charity committed to improving the wellbeing of Chinese people who are affected by chronic illness by delivering timely, effective and supportive services. CCCIS operates across the whole Metropolitan Region of Melbourne.

### OUR MISSION

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

### OUR OBJECTIVES

The Society 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

### OVERVIEW OF CCCIS FAMILY SUPPORT PROGRAM

In accordance with CCCIS philosophy, policies and society practices, CCCIS Family Support Program focuses on delivering a range of client-directed support services including case management, group support, and other therapeutic programs.

### Position Summary

<b>Position:</b>	Family Support Worker
<b>Classification:</b>	Social and community services employees Level 3
<b>Award:</b>	Social, Community Home Care and Disability Services Industry Award
<b>Hours:</b>	15 hours per week (working days negotiable)
<b>Position tenure:</b>	Locum position to end of May 2024
<b>Report to:</b>	Manager

### Key Responsibilities

- conduct psychosocial assessments with a focus on client-directed care
- provide short-term case management, service coordination, psychosocial support and information to individual clients and their family and carers
- provide flexible outreach services at clients' home or healthcare facilities
- work collaboratively with other service providers
- work with and support volunteers involved in direct service delivery
- facilitate chronic illness support groups and community education and wellbeing programs
- record keeping including
  - documenting client assessment, care-plan, and interventions on CCCIS' client management system
  - all other reporting and administrative duties

## **REQUIRED SKILLS AND ATTRIBUTES**

### **Qualifications**

- Tertiary qualifications in social work, community development or allied health disciplines
- Eligibility for membership of, or registration by relevant professional bodies (e.g. AASW, APS)

### **Mandatory:**

- Eligible to work in Australia
- Current Victorian Driver's Licence or equivalent
- Current National Police Check
- Current Work with Children's Check (WWCC)

### **Technical Skills/Knowledge/Experience/Attributes**

- A strong sense of empathy and understanding towards individuals affected by terminal or chronic illness
- 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
- Respectful professional relationships that have clear boundaries with clients, staff members and partner organisations
- Excellent organisation, time management and critical thinking skills
- Intermediate computer literacy skills, and experience with Microsoft Office suite and other virtual meeting applications
- Fluent in spoken English and Mandarin, with Cantonese being desirable. Proficient in written Chinese and English
- Understanding of Chinese culture(s)
- Willingness to use own vehicle in accordance with CCCIS policies and procedures

## **Equal Opportunity**

CCCIS is committed to a fair and non-discriminatory workplace that maximises the talent, potential and contribution of all employees.