

POSITION DESCRIPTION

1. POSITION TITLE Project Officer, Permanency Support Program (PSP)	2. POSITION LOCATION Mayfield	3. DIRECT MANAGER Program Development Manager PSP
4. SERVICE AREA Permanency Support	5. CLASSIFICATION SCHADS Level 6	6. POSITION STATUS Max term (6 month), full time
7. POSITION SUMMARY		
<p>The Project Officer PSP provides support to develop policies, procedures and enhance practice within the Permanency Support Program in line with legislative and quality standards.</p> <p>This position will work directly with the Program Development Manager and the Quality & Compliance team in identification of procedure maps and flow charts linking to practice forms and templates as well as procedure review and editing.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A Commitment to the Vision, Mission and Values of our organisation. • Sound working knowledge of the Permanency Support Program sector and practice requirements at the casework and management level. • Demonstrated high level of consultation and analytical skills, including ability to consult with a variety of stakeholders and use feedback to inform task developments. • Direct experience in reviewing and developing policies, procedures and practice standards in a social services setting. • Demonstrated high level time management and reflective practice skills in a busy environment and to deadlines. • Demonstrated high level written and verbal communication skills, including the ability to develop flow charts, tables, forms and templates. <p>Desirable</p> <ul style="list-style-type: none"> • Ability to manage and lead positive change in a rapidly changing Permanency Support Program sector. • Sound understanding of quality frameworks and compliance within the FACS and OCG standards. • Commitment to work flexible hours as required. 		
9. QUALIFICATIONS/LICENCES		
<ul style="list-style-type: none"> • Degree qualifications in the social or behavioural sciences or a related discipline. • Current NSW driver licence and comprehensive car insurance. • Working With Children Check. • Criminal Record Check. 		
10. ORGANISTIONAL ENVIRONMENT		
<p>CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, disability, community services, refugee service, mental health and the Permanency Support Program. All staff are required to work within the ethos of the Catholic Church.</p>		

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Innovation – we continually challenge ourselves to consider all creative options

Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour

Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement

Inspiring – we encourage each other to reach our full potential.

12. KEY PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
1. PSP Procedure review, edit and development]	<ul style="list-style-type: none"> Support the Program Development Manager, Permanency Support Program in linking sector & organisational requirements to program practice. Maintain awareness of current directions, best practice and research related to the child protection & Permanency Support Program care sector. In collaboration with the Program Development Manager and Quality & Compliance Team to develop documents within procedure to support services delivery. Review existing procedures and develop up-to-date recommended procedure reflective of current practice, legislative requirements and best practice. 	<ul style="list-style-type: none"> Internal program practice reflects best practice sector and legislative requirements. Record keeping systems are consistent and effective across the program. Relevant policies and procedures documents are finalised in a timely manner. Policies and procedures are developed to meet client's safety, welfare and wellbeing, legislative and Permanency Support Program standards.
2. Confidentiality]	<ul style="list-style-type: none"> Maintain absolute confidentiality at all times in relation to the clients and the operations of the service. 	<ul style="list-style-type: none"> Confidentiality is maintained in regards to clients, staff and services operations.
3. General]	<ul style="list-style-type: none"> Abide by all Catholic Care and Diocesan policies and procedures. 	<ul style="list-style-type: none"> Interpersonal communications and professional behaviour

	<ul style="list-style-type: none"> • Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to. • Participate in organisational events, development and strategic planning activities. • Participate in internal and external meetings in a manner which contributes to the positive development of the program. • Provide information on program services and community supports as required. • Actively engage in professional supervision, performance planning and professional development opportunities. • Utilise self-care strategies. • Maintain own professional practice & awareness of current research in practice. • Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures. • Other duties within the scope of the position that may be assigned from time to time. 	<p>reflect organisational expectations as per the Code of Behaviour and Practice First Principles.</p> <ul style="list-style-type: none"> • Information is provided to relevant bodies regarding children at risk in a timely manner. • Relevant meetings and events attended. • Displays a positive working relationship with colleagues. • WHS best practice is promoted in the workplace.
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13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
1. Program Development Manager, Permanency Support Program	Frequently for consultation about the wider PSP teams transition and the associated policy and procedure changes and updates required.
2. Quality and Compliance Team	Frequently for updating of policies and procedures on the intranet.
3. Permanency Support Program members	Consultation about gaps in existing policy and procedural issues.
4. Finance and Administration team members	As needed

14. SIGNIFICANT CHALLENGES

What?	Why?
Support the practical changes needed across the organisation in relation to the new PSP.	It is not really clear on the finer detail of what all the changes will look like.
Support the cultural changes needed to move to a more child/family centred operation	People are often scared of change or of having their current practices opened up to transparency.
Working towards deadlines in relation to task completion	The role is required to produce completed work for approval and sign-off on a time limited and rigid timeframe.

Analytical thinking required in complex procedure development	The development of Permanency Support Program procedures is a process of ensure practices are meeting the needs of the children/young people's well being as well as balancing risks and desirable outcomes.		
15. EMPLOYMENT CONDITIONS			
<p>All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.</p> <p>In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.</p>			
16. LEGISLATION & CATHOLIC CARE POLICY			
<p>Occupants must:</p> <ul style="list-style-type: none"> Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager; take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations; not take advantage of their role in CatholicCare for personal gain; take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and, only make decisions within their delegated responsibilities. 			
17. EXPECTED EMPLOYEE BEHAVIOUR			
<p>Employees must:</p> <ul style="list-style-type: none"> Display a commitment to the Mission, Vision & Values of CatholicCare Display respect for themselves and their colleagues Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve Deal with residents/People We Support in line with relevant legislation Attend staff meetings and compulsory education when required Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support / clients 			
18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)			
<pre> graph TD Director[Director] --- OM[Operations Manager Permanency Support] OM --- PSM[Permanency Support Program Development Manager] PSM --- PPO[Permanency Support Program Project Officer] </pre>			
P.D Last Reviewed:	March 2018	Next Review is due on:	
Occupant Signature:		Date:	

