



Head Office

174 Broadway (cnr Shepherd St)
Broadway NSW 2007
Ph 02 9288 8700
Fax 02 9211 6518
info@crcnsw.org.au

POSITION DESCRIPTION

Family Worker

PRIMARY FUNCTION:

The Family Worker will provide support to families of prisoners and ex-prisoners including: emotional support, case management, advocacy, support for the administration function of brokerage for travel to NSW correctional centres and facilitating Family Video Contact.

RELATIONSHIPS:

- Accountable to the Board of Management through the Chief Executive Officer
- Reports to the Manager of Programs Sydney Metro (SM) on a daily basis
- Liaises with other project staff and CRC team members

PRINCIPAL DUTIES:

- To provide a telephone emotional support/casework service to families of prisoners, in relation to criminal justice matters.
- To provide some outreach support casework as required.
- To administer the brokerage service which provides reimbursement of travel and accommodation costs to families on low incomes visiting NSW Correctional Centres.
- To coordinate and provide video conferencing services between family members and their loved ones in custody.
- To advocate on behalf of clients regarding issues in relation to the criminal justice system.
- To provide an information and referral service to clients.
- To develop and implement a Family Group Support program.
- To develop and maintain relationships and networks with both government e.g. Corrective Services NSW and Family and Community Services and non-government agencies.
- To provide data and information to CSNSW via the online portal and to accurately record data in the CRC client database.
- To provide content contributions for CRC publications and communications, such as the Annual Report, website and brochures, as required.
- To ensure CRC policies and procedures are adhered to at all times.
- To take reasonable care for their own health and safety and the health and safety of others, and ensure they comply with any reasonable instruction by CRC management.
- To attend regular supervision.
- To attend all relevant staff meetings.
- To attend relevant training and professional development.
- To maintain appropriate records and statistics including case notes and internal data reporting.
- To review and refine key program processes.
- To undertake other duties consistent with the function and role of the position.