



## Family Life

### Position Description

## Child & Family Family Worker Sandringham

February 2012

Hours:	Full-time hours (38 hours)
Award:	Social, Community, Home Care and Disability Services Award
Remuneration:	Community Services Worker + 4% above Award + super + Salary Packaging (first \$16k tax free)
Location:	Sandringham
Flexible working conditions and career development	

### Vision

**Capable communities, strong families, thriving children**

**To create caring, capable communities through innovative, ethical solutions, promoting wellbeing, and responding to the needs of families, children and young people**

### Preamble

Family Life is a community owned not-for-profit agency, offering a range of counselling, support, dispute resolution and community building services. Family Life's programs are acknowledged at all government levels for their innovation and community caring approach. Priority is given to at-risk families, children and young people. Since its foundation in 1970 volunteers have played a crucial role in the organisation.

The Integrated Family Services Program is a new initiative to provide an enhanced response to families with significant needs who have children under the age of 18 years old and strengthen the capacity of families to provide a safe, nurturing and stable environment for their children. The Integrated Family Services Program operates in the Inner Middle South with a catchment area of Glen Eira, Stonnington, Port Phillip, Bayside and Kingston.

### Key Objectives

1. To provide needs based professional services, to promote the wellbeing of families, children and young people assisted by the agency.
2. To collaborate with service providers and community volunteers and to deliver needs based services, informed by professional research and knowledge.
3. To work flexibly across a range of service delivery sites in accordance with accountability and compliance standards.

### Accountability

The Family Worker is accountable to the CEO through the allocated line manager.

## **Performance Review**

All staff are required to participate in an annual performance appraisal and annual learning plan.

## **Key Responsibilities**

### **Service Delivery**

As required to meet the work priorities of the agency the Family Worker will:

- Maintain professional conduct as per relevant professional and agency codes of ethics.
- Provide an effective and accountable service.
- Work with a range of clients including where there are complex needs and issues of risk and safety.
- Apply a range of service modalities to best meet client needs - including duty, intake, facilitated referral, assessment, case-management, counselling (centre-based, in-home and outreach), mediation, group work and community development.
- Collect, record and maintain all required documentation to evidence impact and effectiveness of service delivery in a complete, accurate and timely manner, as required by agency standards and program contracts.
- Provide individual and program reports as required.
- Provide supervision and support for volunteers involved in direct services.
- Utilise individual and peer group supervision for support, performance accountability and professional development.
- Work collaboratively with colleagues across sites and the wider service sector including Child Protection to deliver the required services.

### **General**

- Participate in monitoring and evaluation of agency activities.
- Attend appropriate internal and external meetings.
- Participate in Community Relations activities.
- Document the work of the agency as required.
- Share and promote the work of the agency at professional forums as required.
- Participate in planning activities of the agency, training and education activities, including for agency volunteers and public education forums.
- Perform other duties consistent with the position as required by the Program Manager and consistent with meeting the contractual and compliance obligations of the agency as these may vary over time.

## **Selection Criteria**

### **Essential**

#### **Qualifications**

- Tertiary qualification in Human and/or Community Services.
- Eligibility for membership of an appropriate professional association.
- Must have own car and current drivers license valid in Victoria.

#### **Experience**

- Direct service work with families, children and young people with complex needs.
- Work with families and young people using a family inclusive and community based approach.

- Involvement in evidence based practice development, social innovation and continuous learning.

### **Skills**

- Ability to deliver a range of prevention, intervention and developmental services to a highly professional standard.
- Risk and needs assessment skills.
- Ability to work collaboratively across programs, organisations and systems.
- Highly effective interpersonal communication skills.
- Ability to prepare written reports and maintain records to a high standard.
- Ability to manage time effectively and efficiently.
- Capacity to work independently and as part of a multi-disciplinary team.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email.

### **Knowledge**

- Child and adolescent development.
- Systems, family, and family violence theories and research.
- Working knowledge of universal, secondary and tertiary service systems, including Child Protection.
- Knowledge and understanding of the Children, Youth and Families Act 2005

### **Attributes**

- Employs an ethical and professional approach to practice.
- Commitment to child-focused and child-inclusive practice.
- Ability to articulate and reflect upon personal and professional values.
- Commitment to meeting the needs of at risk families, children and youth, guided by the agency whole of family approach and community based model of service delivery.
- Commitment to social innovation and learning organisation disciplines.

### **Desirable**

- Ability to work with families that have experienced family violence, CALD and indigenous families.
- Fluency in a second language, other than English.

### **Additional Information**

Any offer of employment is subject to a satisfactory Police Records Check and Working With Children Check.