



## Family Life

### Child FIRST Service Support Worker

#### Position Description

**August 2010**

Hours: Full-time (38 hours per week) Maternity leave contract ( 6 months)  
Award: Clerks – Private Sector Award 2010  
Remuneration: Level 4 + 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**

#### **Mission**

**To create caring, capable communities by:**

- **supporting and strengthening the most vulnerable families, children and young people**
- **innovating and advocating for social inclusion**
- **growing community connections and contributions for the benefit of all**

#### **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 *Children, Youth & Families Act 2005* provides the legislative basis for the provision of services to vulnerable children, young people and their families in Victoria. The new legislation places children's best interests at the heart of all decision-making and service delivery arrangements. Funded agencies are required to work together to achieve earlier intervention with vulnerable children and families and reduce child abuse and neglect.

Family Life, in conjunction with ten other Alliance members, operates Child FIRST Intake services in the Inner Middle South with a catchment area of Glen Eira, Stonnington, Port Phillip, Bayside and Kingston. Full implementation of the Alliance structure for Child FIRST (Child & Family Information, Referral & Support Teams) was completed at the end of February 2009 to further progress integrated quality services for vulnerable children and families. The Service Support Worker is based at Sandringham, however from time to time the incumbent may be requested to work from or be based at other Family Life sites.

## **Key Objectives**

1. To provide information and initial support to customers and clients accessing Family Life services through information provision, referral to appropriate community resources, and the provision of appointments within and external to the service.
2. To provide some personal assistant support to the Program Manager and team leader.
3. To provide word processing and administrative services for the Child FIRST team.
4. To record and report statistical data in line with funding and agency requirements and provide regular data reports tracking referrals, type of cases and capacity for cases across the catchment for review by the Alliance.
5. Undertake research, monitor the demand, capacity and needs for services in the Inner Middle South and collect data to ensure the demand for services is met
6. To support the Child FIRST Program Manager and Team Leader to undertake catchment planning, monitor effectiveness of service system responses and opportunities for improvement and make recommendations.
7. To prepare meeting agendas, take minutes and participate in various Alliance meetings.
8. To monitor and coordinate the Community Education Strategy for the Alliance.

## **Accountability**

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

## **Key Responsibilities**

### **1. Customer Service**

- Ensure that the needs of customers and clients take priority at all times.
- Build effective and professional relationships with internal and external contacts.
- Assist Alliance members seeking information, appointments, education and/or training courses.
- Make appointments for the Child FIRST team and provide information regarding other agencies' services as required.
- Develop and maintain a mechanism for information sharing of Child FIRST and integrated family services to enable the transfer of data and communication.
- Ensure accurate recording of statistical data collection as required.
- Co-ordinate presentation and maintenance of information services including print, multi media and computer based resources.
- Work collaboratively with colleagues across sites and the wider service sector including Child Protection to deliver the required services.
- Contribute to the customer service focus of all Family Life customer service and administrative systems.
- Manage the Community Education portfolio for the Child FIRST Alliance, which includes coordination and facilitation of appointments.

### **2. Administrative and Word Processing Support**

- Provide word processing and administrative services to the Child FIRST Program Manager, Team Leader and Child FIRST team.
- Back-up reception staff on the Family Life services desk.
- Prepare and manage documents (in accordance with Family Life style-guide) using word processing, desktop publishing, database entry, internet and email, etc.
- Prepare agendas and take the minutes at meetings as required.
- Undertake duties with minimum of supervision.

- Establish systems to maintain filing and electronic document management.
- Liaison between Alliance members and other community agencies.

### **3. General**

- Engage in ongoing learning, professional development and supervision.
- Participate in an Annual Performance Appraisal and develop an individual Annual Learning Plan.
- Participate in the agency program of continuous quality service improvement responsive to the changing needs of the community.

### **Other**

- Perform other duties consistent with the position as required and consistent with meeting the contractual and compliance obligations of the Agency as these may vary over time.

## **Key Selection Criteria**

### **Essential**

#### **Qualifications**

- Certificate in Business Studies or equivalent experience.
- Must have current drivers license valid in Victoria

#### **Experience**

- Experience in working in a customer focused team.
- Experience in reception and secretarial/personal assistant work, including administering a database system.
- Experience in providing information to clients in person and also over the phone.
- Experience in developing effective working relationships.

#### **Skills**

- Excellent planning and organisation skills.
- Ability to maintain confidentiality.
- Ability to liaise effectively with all internal and external contacts.
- Initiative and ability to prioritise workload and meet deadlines.
- Customer service skills to identify and respond to client and members needs.
- Ability to plan work and maintain accurate records.
- Confidence with navigating the internet and adapting to new information technology processes and communication systems.
- 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.
- Word processing speed of 60-65 words per minute, with accuracy, or 10,000 keystrokes per hour.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email.

**Knowledge**

- Understanding of the services provided in the Inner Middle South catchment area.
- Awareness of the Best Interests framework

**Attributes**

- Ability to work without direct supervision, anticipate problems and initiate a solution.
- Attention to detail, ability to work under pressure, team player.
- Commitment to the community based approach of the agency and values of respect, empowerment, inclusion and community.

**Desirable****Qualifications**

- Certificate in Community Service or equivalent experience.

**Experience**

- Experience in an administration or reception role in a community or counselling agency.
- Experience in telephone assistance/information provision.
- Community or not-for-profit organisation experience an advantage

**Knowledge**

- Knowledge and understanding of the Children, Youth and Families Act 2005
- Knowledge of agencies and community services relevant to Glen Eira, Stonnington, Port Phillip, Bayside and Kingston.

**Additional Information**

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