



Family Life

Family Worker (Family Services)

Position Description

February 2010

Hours: Full-time (38 hours per week)
Award: Social, Community, Home Care and Disability Services Award
Remuneration: Community Services Worker Level 6 + 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 Family Worker (Family Services) 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 a range of services for men, women and their families including counselling, groupwork, behavioural change, counselling (centre-based and some outreach), and community education.

Accountability

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

Performance Review

All staff are required to participate in an annual Performance Appraisal and development of an Annual Learning Plan.

Key Responsibilities

Service Delivery

As required to meet the work priorities of the Agency, the Family Worker will;

- Plan program delivery and activities.
- 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, counselling (centre-based and outreach), group work and community education.
- Collect, record and maintain full case notes, client satisfaction surveys and program data in a complete, accurate and timely manner, as required by Agency standards and program contracts.
- Provide individual and program reports as required.
- Provide service evaluation / feedback documentation to evidence impact and effectiveness of service delivery.
- Provide supervision and support for volunteers involved in direct services where appropriate.
- Utilise individual supervision for support, performance accountability and professional development.
- Participate in peer group supervision.
- Work collaboratively with colleagues to deliver the required services.

General

- Contribute to the planning activities of the Agency.
- 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 training and education activities, including for agency volunteers and public education forums.

Other

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

Key Selection Criteria

Essential

Qualifications

- Tertiary qualification in Human and/or Community Services. Eligibility for membership of Australian Association of Social Workers, M.A.P.S. or equivalent professional body preferred.
- Current drivers license valid in Victoria.

Experience

- Delivering family violence services, particularly men's behavioural change.
- Direct service work with couples, men and their families with complex needs using a family inclusive and community based approach.
- Team work.
- Involvement in evidence based practice development, social innovation and continuous learning.

Skills

- Ability to deliver a range of prevention, intervention and development services to a high professional standard.
- Assessment skills, including risk and needs assessment.
- 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.
- Capacity to work 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. – Sandringham and Frankston staff
- Computer skills (intermediate level, or above) including word processing, data collection and entry, internet and email. – Chelsea staff

Knowledge

- Systems, family, and family violence theories and research.
- Working knowledge of universal, secondary and tertiary service systems.

Attributes

- Commitment to team work and working with volunteers.
- Commitment to meeting the needs of men and their families guided by the agency whole of family approach and community based model of service delivery.
- Commitment to social innovation and learning organisation disciplines.

Desirable

- Graduate Certificate in Male Family Violence (Group Facilitation) desirable.
- Ability to work with families that have experienced family violence, CALD and indigenous families.
- Fluency in a second language, other than English.
- Must have own car.

Additional Information

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