

Position Description



Title	Family Support Worker
Business Unit	Child, Youth and Family
Location	Bridgewater, Tasmania
Employment type	Part Time, Maximum Term (until June 2021)
Reports to	Family Services Team Leaders

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albany-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The objective of all of Uniting's family services is to promote the safety, stability and development of vulnerable children, young people and their families and to build child, family and community capacity and resilience. The role supports the promotion of the safety of young parents and their children by providing timely support services and interventions to families to support parent development, stronger relationships and improved family functioning. The role will include case management, safety planning, information, referrals and ongoing support to participating clients, within the scope of the program that the family is referred to.

3. Scope

Budget: *nil*

People: *nil*

4. Relationships

Internal:

- Family Support Team Leaders
- Family Support colleagues
- Family Services Manager
- Other Uniting staff

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External

- Child Safety Services Case Managers, and the associated Strong Families, Safe Kids Advice and Referral Service team members
- Local counselling and health services, and other providers relevant to the service delivery to families and the wider service network.

5. Key responsibility areas

Service delivery

- To provide individual parents and families with high quality evidence and trauma-informed support services that will enhance safety, build confidence, independence and life skills, and deliver better outcomes for children.
- Undertake risk and needs assessment of children and families.
- Participate in the development of appropriate family case plans, and oversee the implementation of those plans including monitoring progress towards specified family goals.
- Demonstrate assertive and creative outreach strategies, including for hard-to-engage families.
- Develop collaborative and productive relationships with other agencies providing client services.
- Deliver client services in a one to one, worker to family and group context as per each family's case plan.
- Work within Uniting's frameworks of service delivery, including individual program specifications and broader ecological service approaches.

Administration and reporting

- Ensure client records, care plans and safety assessments are up to date and meet quality standards, statutory, organisational and funding body requirements.
- Complete requests for statistical and other information in a timely and accurate manner.

Quality and risk

- Carry out all responsibilities in relation to the Agency's Quality and Risk Management, Compliance and Workplace, Health and Safety frameworks, policies and procedures.
- Assist with and support internal and external audit processes as required.
- Attend core and other safety-related training including Induction.

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Provide authentic service delivery and work practices, and the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

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- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- Tertiary qualifications in Psychology, Social Work, Counselling or related community services discipline.

Experience & competencies

- Demonstrated ability as a practitioner in the child, youth and family welfare field.
- A commitment to a family-centred approach to service delivery.
- Demonstrated ability to work flexibly to meet the current needs of families, young people and children.
- Strong understanding of trauma-informed practice.
- Knowledge and experience of safe practices of work, when working in a remote and/or outreach capacity, as a solo worker.
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTIQ+ community.
- Well developed written and verbal communication skills, including the ability to prepare for and conduct case plan meeting and implement agreed actions.
- Demonstrated organizational and time management skills.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Statutory knowledge: an understanding of the relevant legislation and current policy relating to the care of children and families.
- Time management: Excellent time management and organisation skills and evidence of ability to prioritise competing demands.
- Self-Care: robust strategies to manage self-care and personal wellbeing.
- A current full drivers licence is essential

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Manager

Name:

Signature:

Date:

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