

Position Description

Title	Integrated Family Services Worker
Business Unit	Child, Youth & Family
Location	185 Baillie Street Horsham
Employment type	Permanent Full-time
Reports to	Team Leader Family Services

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 Albury-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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, 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

The Integrated Family Services Worker provides support to vulnerable children, young people and their families through case management and group work. There is scope within this role to provide therapeutic generalist counselling to family members as part of the service response, where qualifications are present. The successful applicant may be provided with the opportunity to develop generalist counselling skills. The families who receive a service from the Integrated Family Services Program present with a range of complex issues including drug and alcohol, family violence, mental health, homelessness and cycles of disadvantage and poverty resulting in chronic neglect and cumulative harm.

1. Scope

Budget:

Nil

People:

Nil

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2. Relationships

Internal

- Members of the Family Services team
- Team Leader Family Services
- Senior Manager Child, Youth & Family

External

- Community members, Department of Health and Community Services, Victoria Police, Local Counselling and Health Services and Department of Education
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3. Key responsibility areas

Service delivery

- Provide case management and case work service to clients of the Integrated Family Services Program, using judgement, skills and knowledge to develop services where procedures are not clearly defined.
- Develop holistic and comprehensive assessments of the needs of children, young people and their families within the Best Interests Case Practice Framework
- Provide case work, parenting support and skills development according to family needs.
- Provide quality therapeutic and generalist counselling services for children, young people, their carers and families, who have general therapeutic needs and are receiving family services, dependent on current skillset
- Make referrals and link families to community supports and services in line with the Child and Family Action Plan.
- Monitor and assess risk to children and young people and liaise with program Leader and Child Protection as required.
- Plan, prioritise and organise the case load of families allocated to this role.
- Assist ChildFIRST and partner agencies with Intake and Assessment services when required.
- Work within the therapeutic practices and procedure that promote positive respect for the child, and provide support and services, which meets the needs of the child/ren.
- Provide personal support that respects the dignity and privacy of the child, young person or adult/ family and be the key worker/ central contact to assist the client in all areas they require support.
- Develop intervention plans focusing on the healthy development of the child in consultation with the family and other professionals, which are based on good professional knowledge, values and skills.
- Promote strategies that maximize safety for children and young people within their families and maintain effective working relationships that are consistent with child centred family focused practices.
- Develop, coordinate, and provide ongoing management of a system of comprehensive services targeted to the need of families and care providers to ensure that they are adequately resourced.
- Plan, implement and review a range of long term, sustained involvement with vulnerable families through low intensity involvement to briefer, higher intensity crisis management work.
- Develop, implement and review a range of clear and comprehensive intervention plans that incorporate goals and tasks for the family and other professionals involved in the family.
- Provide practical single hands on advice and assistance to families and care providers who require support in developing and enhancing parenting and household management skills
- Assist families and care providers to consolidate new skills over an agreed period of time.

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- Use a range of techniques such as reflection, constructive confrontation and problem solving with the aim of improving interpersonal relationships, health and the social functioning of the family.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality service.
- Actively participate in collaborative community education strategies to enhance community understanding of family services.
- Collaborate and liaise with Family Services team members to ensure the best outcomes for clients.
- Have a good understanding of Family Violence and its impacts on families and children.
- Collaborate and liaise with Family Violence agencies including Victoria Police to ensure best outcomes for clients experiencing Family Violence.
- Travel to provide service delivery in Horsham, Yarriambiack, West Wimmera, Hindmarsh and the Grampians

Reporting

- Ensure allocated clients have records and care plans that 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.
- Under the guidance of the Program Leader provide other aspects of record management.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational, and funding body requirements.

Quality and risk

- Carry out all responsibilities assigned to staff in relation to the agencies quality, risk management, compliance, and OH&S frameworks, policies and procedures, which include but not confined to the following.
- Assist with and support internal and external audit processes.
- Identify, manage, and report risks, hazards, incidents or other concerns affecting day to day activities within the agency, program or service area and continually improve work practices.
- 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 and working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Provide support to lower-level employees as required, particularly in the absence of senior team members.
- Cultivate proactive team spirit by supporting regular and systematic meetings and joint planning exercises.

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.

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- 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.
 - 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.
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4. Person specification

Qualifications

- Tertiary Qualifications in human services, welfare, or social work, or relevant work experience as outlined below

Experience

- Proven ability in case work
- Working to targets and completing monitoring
- Working with sensitive and personal data
- Experience of partnership working with other professionals and/or agencies
- Experience of working in or with adult services and/or health organizations supporting older people and adults at risk
- Working as a volunteer, working with, or supporting volunteers
- Experience of working independently
- Experience of working in or with the third sector
- Experience and a sound knowledge in the provision of project work, management and support of young people and their families from varying socio-economic, cultural, and ethnic backgrounds. This includes the provision of support and effective communication with young people, including those with special needs and challenging behaviors.
- Knowledge of theories and practices relevant to vulnerable or "at risk" children, young people and their development and behavior, including solid understanding of trauma attachment

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.
 - **Other Key Success Factors:**
 - Competent computer skills.
 - Excellent time management and organization skills and evidence of prioritizing competing demands.
 - Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records.
 - Excellent communication skills and interpersonal skills demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.
 - Sound judgement and problem-solving skills to contribute to the planning and development of the service.
 - Demonstrated commitment to professional development, employee orientation and training
 - **Certificates, licenses and registrations:**
 - Current eligible motor vehicle license to drive in Australia
 - Current National Police Record Check
 - Working with Children Check
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5. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.

6. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: