

Position Description

Title	Wellbeing Project Support Worker (IFS)
Business Unit	Western Community Services
Location	Home Agency – 185 Baillie Street, Horsham The position will be outposted in community settings including schools, M&CHN and Early Childhood settings
Employment type	Part Time (.5 FTE) - Maximum term until 30 June 2023
Reports to	Team Leader Family Services – Early Help

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

Context

The *Roadmap for Reform* articulates a vision to redevelop the current system of support to make it more effective in improving outcomes for children. It seeks to recalibrate the system so that more support is available to families earlier and before problems are entrenched. The *Roadmap for Reform* comprises three “pathways to support” along which services are organised and these pathways reflect the varied journeys and needs of children and families.

The ‘early help’ pathway (Pathway 1) is targeted to families with emerging needs and vulnerabilities. A priority of the *Roadmap for Reform* for 2021-24 is to shift the child and family services system, to intervene earlier to improve family functioning and avoid families needing more intensive support or statutory intervention to assure the safety, wellbeing and healthy development of their children. Early Help services will include place-based approaches to service delivery that bring services to locations where families are already engaged, such as schools, Maternal and Child Health and Early Years settings. The delivery of services will require that community services work together with the universal services providing targeted groups and interventions to children and families, that will normalise support and reduce stigma, be culturally sensitive, trauma and evidence informed. The Department of Families, Fairness and Housing has made available funding to trial a service model that increases the accessibility and acceptability of support to families with emerging needs.

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The Service Model

The aim of the trial is to provide evidence-based inclusive, early help to families to support the wellbeing and development of children from birth to 18 years to thrive and reduce the need for intensive family and statutory services.

The service model will:

- be underpinned by partnerships between key stakeholders to provide a place-based response to meet the needs of children and families.
- uphold a commitment to Aboriginal self-determination.
- be responsive to people's intersectional needs and identities.

The interventions that will be delivered include:

- individualised short-term support (including outreach) such as counselling and parent coaching to build parents confidence and capacity to respond positively to parenting challenges
- support to navigate and connect to specialist services such as speech therapy
- universally targeted groups providing evidence-based parent education to build parents knowledge, skills and confidence
- flexible funding to support families in crisis or facilitate their participation and connection to the community
- community activation by connecting parents to informal supports such as peer support groups based on mutual interest, recreational, sporting, or other social activities
- specialist advice and consultation to support universal services staff to build their capability and skills to support families accessing their service.

The target group for the trial is families with emerging needs with children aged from birth to 18 years participating in universal services including early childhood education and care services, primary and secondary schools, maternal and child health (MCH), ante natal and post-natal services.

The age cohorts are:

- birth to 3 years
- children, 3 to 5 years
- children, 5 to 12 years

1. Position Purpose

The Wellbeing Practitioner Project Support (IFS) will be part of the Family Services team and will work in partnership with universal services such as Early Childhood, Primary Schools, Maternal and Child Health and hospitals to deliver services, understanding and responding to the family's emerging needs. The program is particularly targeted toward families who require *early help* to support the wellbeing and development of their children, to reduce the need for more intensive services or statutory intervention.

The child and family outcomes to be achieved are:

- improvements in the quality of parent child interactions.
 - increased parental confidence and competence to respond positively to parenting challenges.
 - increased awareness by parents of self-care.
 - improved participation of children in MCH, kindergarten, and school.
 - increased social connection of parents e.g. participation in peer support groups.
 - increased confidence of universal staff to support families with emerging needs.
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2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leader
- Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

External

- Department of Families Fairness and Housing
 - Department of Education and Training
 - Maternal and Child health, hospital settings
 - Local Aboriginal Community Controlled Organisations (ACCO)
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4. Key Responsibility Areas

Service Delivery

- Within clearly defined guidelines, provide project work support to staff of the Child Youth & Families Programs.
- A project support officer is responsible for the coordination and contribution to a range of activities in support of projects.
- 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.
- Assisting in monitoring and tracking the project deliverables and outcomes including preparation of highlight and checkpoint reports in relation to budget, schedule, and resources.
- Provide project 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 clients in all areas they require support.
- Promote strategies that maximize safety for children and young people within their families and maintain effective working relationships that are consistent with child centered family focused practice.
- Develop and coordinate projects of comprehensive services targeted to the need of families and care providers to ensure that they are adequately resourced.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Actively participate in collaborative community education strategies to enhance community understanding of family services.
- Collaborate and liaise with Child Youth & Families team members to ensure best outcomes for clients.
- Integrate the needs of clients into other services provided by Uniting Vic Tas.

Administration & 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

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- Keep accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements

Quality and Risk

- Carry out all responsibilities in relation to the organisational 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
- Comply with policies and procedures regarding computer and IT restrictions on remote login system

Stakeholder Relationships

- Build and maintain positive relationships with key stakeholders to facilitate a partnership and integrated practice approach to service delivery.

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.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on any ongoing work with another organisation

5. Person Specification

Qualifications

- A qualification in Human Services, Welfare or Social Services (desirable).

Experience

- Project work, including working to targets, monitoring progress and working with sensitive and personal data
- Working in partnership with other professionals and/or agencies within the community services sector
- Working as a volunteer, working with, or supporting volunteers

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- Experience and knowledge in the provision of project work and supporting young people and their families from varying socio-economic, cultural, and ethnic backgrounds.
- Knowledge of theories and practices relevant to vulnerable or 'at risk' children, young people and their development and behaviour, including solid understanding of trauma and 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.
- Strong verbal communication skills and the ability to communicate effectively with young people, including those with special needs and challenging behaviours.
- Competent computer skills.
- Strong time management and organisation skills and the ability to effectively prioritise competing demands.
- Strong written communications skills including the ability to prepare reports, case notes and maintain accurate client records
- 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.

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. 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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: