



Position Description Lead Worker – Family Support

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Lead Family Worker – Ongoing Position

Award Classification: Band 6

Department: Family, Youth and Children

Division: Community Wellbeing and Inclusion

Date Approved: January 2022

Approved By: Manager Family, Youth and Children

ORGANISATIONAL RELATIONSHIPS:

Reports To: Team Leader Family Support Services

Supervises: Students

Internal Stakeholders: Council Employees and Managers, Executive Team and Councillors

External Stakeholders: Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, contractors, schools, mental health services, Orange Door, community health services, and housing services.

POSITION OBJECTIVES

- Direct service delivery through short-term formal support using a strengths-based approach. Direct support is done in collaboration with internal and external service providers, and assessing and addressing vulnerabilities in children aged zero to 7 years old.
- Service planning and development, including integrating lead work into the Family Support Services team and wider Family, Youth and Children department. Ongoing, this role serves an important function in communicating evolving needs of children and families and will



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contribute to the integrated service development of the Department. This includes collecting and sharing advice, data as evidence and strong evaluation and reporting

- Specialist liaison and advocacy duties by providing guidance, advice, and consultation with other services in the City of Port Phillip in support of vulnerable families. As a specialist in a generalist role, provide education and skill building through sharing knowledge, developing resources and training for internal and external stakeholders (such as information sessions and practice workshops)

KEY RESPONSIBILITY AND DUTIES

- Provide proactive generalist support for families across the municipality, aligned to current policy, Council priorities and Department planning, and in line with organisational business requirements (such as finance, reporting, risk)
- Identification and referral pathways for parents, and liaise with Child Protection and define roles and responsibilities in the best interests of the child.
- Offer timely and appropriate response to the local needs of children and families, including referrals to other local services, programs and activities, and access to material and food aid as appropriate.
- Work in line with the quality assurance requirements to ensure the City of Port Phillip Family Support Services complies with the Children, Youth and Family Act 2005 and Child Wellbeing and Safety Act 2005
- Establish a trusting relationship with all families and assist them to make informed decisions and choices about issues that affect them, including home management and parenting
- Other duties related to referrals and integration of support for families as directed by the TL Family Support Services.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- While working closely with the Family Support team, this role has a high level of autonomy and requires initiative to achieve the key outcomes
- Attend fortnightly supervision with Team Leader and maintain a reflective practice approach to professional practice and development needs. Keep up to date with best practice standards.
- Maintain a professional code of ethics in line with the quality assurance requirements to ensure the City of Port Phillip Family Support Services complies with the Children, Youth and Family Act 2005 and Child Wellbeing and Safety Act 2005. Work in accordance with the Victorian Child Safe Standards, and advocate and support the leadership team to maintain a child safe organisation that has clear strategies in place to protect children and young people from harm.

JUDGMENT AND DECISION MAKING

- This role is responsible for Council's response to generalist family support needs and developing the children and families' sector response across the municipality, in



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conjunction with others. Support is available via supervision with the Family Support Services Team Leader.

- This position has a community-based profile and will represent Council in regards to children and family services across several settings. It is therefore fundamental that the role balances the needs of these groups within the community context and that decisions and actions are based on this public representation.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of the Children, Youth and Family Act 2005 and the Child Wellbeing and Safety Act 2005
- Demonstrated case management skills in working with families with highly vulnerable and at risk children and young people
- Ability to prepare written reports, maintain records and manage time effectively and efficiently.
- Ability to work with service users who are also involved with the Department of Health and Human Services - Child Protection
- Sound, contemporary knowledge and understanding of support services for families and children
- A collaborative approach to service delivery and outcomes
- Understanding of the developmental and cultural needs of families and children and individual and family life cycles

MANAGEMENT SKILLS

- High ability to manage own time, plan & organise own work. Regular supervision is provided.
- Work collaboratively with the Family, Youth and Children Department, (internal), other Council Departments (internal), and other service providers (external).
- Balance the needs and requests of all stakeholders to achieve the outcomes required for the role, particularly the ability to juggle priorities amongst multiple groups or individuals.
- The ability to contribute to integrated service planning and development

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury



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- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Well-developed interpersonal and communication skills and ability to gain rapport and develop trusting relationships with vulnerable parents, care givers and young children
- Ability to relate effectively and in a non-discriminatory manner with a diverse range of people from different cultural backgrounds and abilities to establish supportive relationships with families using the service
- Able to establish and maintain co-operative working relationships with a variety of agencies and working collaboratively with professionals and external agencies, as well as promote cooperation and build a positive culture.
- Highly developed IT skills with the ability to utilise CoPP mobile IT technology for communication, reporting and data collection and excellent written skills for legal presentation or case management reporting
- Work collaboratively with the MCH team and others across the CoPP

QUALIFICATIONS AND EXPERIENCE

- Academic: Must hold a degree in Social Work, Occupational Therapy, Psychology, or other qualification deemed equivalent by the employer
- Experience: Significant experience in family /children support is required for this role, particularly experience in engaging these groups within a community setting.

MANDATORY REQUIREMENTS

- A current Police Check and Working with Children Check *prior* to commencing the role
- Victorian Drivers Licence and VicRoads Licence verification

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,



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- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Evidence of COVID-19 Vaccination in line with CHO Direction.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

KEY SELECTION CRITERIA

1. Knowledge and demonstrated experience of the principles and strength-based practices (frameworks) of providing generalist support services to families, including knowledge and understanding of Child Protection issues and interventions
2. Demonstration of an innovative and creative approach to quality service development and evaluation, including data collation, interpretation and report writing.
3. Extensive experience in interagency collaboration (e.g. Maternal and Child Health, Children's Services) and externally with other agencies, as well as a commitment to integrated service provision to families
4. Demonstrated high level interpersonal, written and verbal communication skills and the ability to manage time in both an autonomous and multidisciplinary team contexts
5. Excellent IT skills along with proven ability to keep detailed compliant records and reports
6. Demonstrated commitment to a culture of child safety and a thorough understanding of the legislation, guidelines and practices that deliver on this commitment, including risk assessments.