



Position Description Family Support Worker

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:	Family Support Worker
AWARD CLASSIFICATION:	Band 6
DEPARTMENT:	Family, Youth and Children
DIVISION:	Community Wellbeing and Inclusion
DATE APPROVED:	16.07.2021
APPROVED BY	Manager Family, Youth and Children

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Coordinator Family Services
SUPERVISES:	Placement students
INTERNAL LIAISONS:	Council Officers from various Departments, Councillors
EXTERNAL LIAISONS:	A range of local, regional and state organisations, including: Local family, youth and children's services Orange Door Support and Safety Hub staff Department of Families, Fairness and Housing (DFFH) Hospitals Housing services, Disability Services, Alfred Child and Youth Mental Health Service, Schools, Star Health, Clients



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POSITION OBJECTIVES

- To support the safety and best interests of children and young people.
- To provide support and empower family members accessing the City of Port Phillip Family Support Service through a strengths-based case management approach.
- To work with families in a way which meets their specific goals.
- Support is delivered to families via the Integrated Family Services program.

KEY RESPONSIBILITY AND DUTIES

- Work with families and individuals using a strengths-based case-management approach that assists them to make informed decisions and choices about issues that affect them, including attendance and coordination of care team meetings and case conferences, liaison with Child Protection, and collaborative work with universal, secondary and tertiary services in line with City of Port Phillip's Collaborative Practice Framework.
- 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, Child Wellbeing and Safety Act 2005 and the Family Violence Protection Act 2008, including maintenance of appropriate up to date records of work undertaken with families.
- Participate with other Family, Youth and Children Services staff in the development, implementation and evaluation of strategic plans.
- Attend Family, Youth and Children Services team meetings, relevant networks and forums as required by the Team Leader.
- Assist in the planning and running of groups for families and individuals using the Family Support service as required, including delivering community education about Integrated Family Services, and development and implementation of the annual Parenting Information Sessions.
- The position will collaborate with Family, Youth and Children colleagues to ensure Family Support Services demonstrate a model of practice which recognises the interdependence of the physical, social, and psychological health of young children and their families and which has an integrated, community development focus.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Conduct self in an ethical manner when working with families, children and young people.
- Participate in regular supervision with Team Leader to address workload, support needs and learning and development opportunities. Participate in group supervision.
- Other duties as directed.

JUDGMENT AND DECISION MAKING



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- Responsible for delivering a high-quality support service to families and group/s under the direction of the Family Support Services Team Leader, including assessment of risk to children and young people.
- Responsible for maintaining confidential records appropriate to the work undertaken with families.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of the Children, Youth and Family Act 2005, Child Wellbeing and Safety Act 2005 and the Family Violence Protection Act 2008
- Demonstrated skills in working with families and ability to provide practical support as part of a plan for assisting families.
- Demonstrated skills in working with families with highly vulnerable and at risk children and young people.
- Ability to deliver parenting skills development programs.
- Knowledge of child and adolescent development and individual and family life cycles.
- Knowledge and skills in working with a wide range of professionals and accessing appropriate community resources.
- Ability to contribute to assessment processes.
- Ability to prepare written reports, maintain records/data and manage time efficiently.
- Ability to work with service users who are also involved with the Department of Health and Human Services - Child Protection.

MANAGEMENT SKILLS

- The ability to manage time and individual workload.
- The ability to contribute to service development and planning.

OCCUPATIONAL HEALTH & SAFETY

- Understand and comply with, the Council OH&S Policy, procedures and legislative requirements relevant to the position.
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses.
- Communicate with employee health and safety representatives and supervisors about OH&S matters.
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures.
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace.
- Perform work in a safe and appropriate manner at all times.

INTERPERSONAL SKILLS

- Ability to communicate ideas and assistance in a practical straight forward manner and listen effectively.



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- Effective interpersonal communication skills.
- Maturity and an ability to relate and communicate comfortably with others.
- Ability to work closely with families and develop relationships which promote improved family functioning and independent problem-solving skills.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification in Social Work or equivalent, and relevant experience in working with vulnerable and at-risk families and children.
- Family Support Workers are expected to possess a range of skills which relate to families and the community.
- Ability to relate and communicate well with others.
- Current Victorian Drivers Licence.
- Understanding of and an ability to work with a range of universal, secondary and tertiary community services including Government departments and funded services
- An ability to advocate on behalf of families.
- Knowledge of best practice case management working with vulnerable and at-risk children, young people and families. Familiarity with Best Interests case practice model.

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,
- Sufficient proof of their right to work in Australia, and Sufficient proof of their identity.
- A National Police Check completed via City of Port Phillips provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation)

KEY SELECTION CRITERIA

- Relevant tertiary qualification in social work or equivalent, and relevant experience in working in multi-disciplinary teams with vulnerable and at-risk families and children
- Relevant experience and/or understanding and knowledge of the Integrated Family Service system
- Knowledge of child and adolescent development and individual and family life cycles



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- Dynamic approach to working with all families, including families from diverse cultural and socioeconomic backgrounds
- Ability to provide practical, collaborative case management support as part of a plan for assisting families in the best interests of the child
- Ability to prepare written reports, maintain records/data and manage time effectively and efficiently.