



Position Details

Position title:	Family Support Worker
Award Classification:	Band 6
Department:	Families, Youth, Children and Divisional Performance
Division:	Community Wellbeing and Inclusion
Date Approved:	August 2024
Approved By:	Executive Manager Family Youth & Children and Divisional Performance

Organisational Relationships:

Reports To:	Team Leader Family Support Services
Supervises:	Placement 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 and Contractors, 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, Better Health Network, and other local, regional and state organisations

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 enhances parent capacity and family functioning and meets their specific goals and deliver support via the Integrated Family Services program.



Key Responsibilities 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.
- Provide services that meet 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.
- 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.
- Collaborate with colleagues and stakeholders to ensure services are culturally sensitive and demonstrate a model of practice which has an integrated community development focus and include positive engagement with diverse communities.

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.

Judgement and Decision Making

- 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 Families, Fairness and Housing.

Management Skills

The following management skills are required to be utilised:

- Manage competing prioritise and individual workload.
- Contribute to service development and planning.
- Ability to engage and resolve conflicts, solve problems through discussion and teamwork to ensure service standards are maintained.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- 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.
- Ability to work effectively with management, peers, student and volunteers.
- Ability to use discretion and diplomacy in handling matters of a sensitive or confidential nature.

Qualifications and Experience

The following qualifications and experience are required for the position:

- Tertiary qualification in Social Work or equivalent, and relevant experience in working with vulnerable and at-risk families and children.
- Demonstrated experience working with a range of universal, secondary and tertiary community services including Government departments and funded services
- Experience advocating on behalf of families.
- Experience using best practice case management models working with vulnerable and at-risk children, young people and families.





Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification

Child-Safe Standards

- Maintain a child safe culture at 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.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

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
- Provide sufficient proof of their right to work in Australia
- Provide sufficient proof of their identity
- Complete a National Police Check completed **via** City of Port Phillip's Provider
- Complete an International Police Check (at a minimum, where an applicant has lived overseas for 12 months or longer in one country in the last 10 years) completed via City of Port Phillip's Provider
- Provide 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
- Experience working with 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.

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.