

Position Description

Position Title:	Family Support Worker
Service Area:	Family and Youth Services
Classification:	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>
Location:	<ul style="list-style-type: none"> • 3 Powell Lane, Charters Towers, Qld, 4820; or • 1 McLaren Street, Hughenden, Qld, 4821.
Reporting To:	Manager, Family and Youth Services
Direct Reports:	Nil
Issue Date:	Monday, 24 September 2018

Position Context

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

Family and Youth Services promotes the safety and wellbeing of families, children, and young people by preventing and responding to harm (including risk of harm) through provision of a range of services that respond to needs and build upon family, community and cultural strengths. Family and Youth Services collaborates with clients in planning and delivering integrated early intervention, prevention, and family support services to maximise those safety and wellbeing outcomes.

Position Purpose

The Family Support Worker will provide culturally-appropriate, practical, hands-on, needs-aligned assistance and support to families with dependent children under 18 years of age. The Family Support Worker will also facilitate and participate in community awareness programs and activities, and deliver support activities in line with identified client needs.

Position Responsibilities

The Family Support Worker is responsible and accountable for:

1. Providing a range of client-focused, strengths-based intervention approaches relevant to working with families, young people, and children.
2. Providing clients with appropriate professional and informed advice and information (e.g. on matters such as budgeting and finance, health and wellbeing, employment education, parenting) and referrals to other relevant agencies and providers.
3. Assisting in the development and implementation of accessible, comprehensive, culturally-appropriate, and responsive programs and activities to facilitate client skill development.
4. Providing direct practical support to families to build resilience, to improve parenting, family and individual functioning, and safety, and to achieve their own goals.

5. Liaising with Prospect Community Services Ltd. Domestic and Family Violence response personnel where necessary.
6. Conducting and participating in community-based education campaigns to raise community awareness and to promote the value of families, children and young people.
7. Advocating for clients to advance their interest.
8. Safeguarding children's rights and acting in the best interests of children at all times.
9. Working within, and maintaining currency of knowledge of, the principles and requirements of the Child Protection Act 1999 (Qld), Domestic and Family Violence Protection Act 2012 (Qld), and the Human Services Quality Framework (HSQF).
10. Developing, maintaining, and submitting accurate, comprehensive internal and external records and reports in the required manner, form, and timeframe.
11. Taking reasonable care for their own health and safety and ensuring their acts or omissions do not adversely affect the health and safety of other persons (including clients).
12. Implementing Prospect Community Services Ltd.'s work health and safety risk management processes.
13. Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
14. Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
15. Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

Key Performance Measures

- Client families receive the necessary direct practical support to build their capability and resilience, and to achieve their goals.
- Client families are provided with appropriate professional and informed advice and information, and referrals to relevant agencies and providers, to address their needs and achieve their goals.
- Client and organisational records are always accurate, comprehensive, complete, and up-to-date, and all required administration tasks are completed correctly and in a timely manner.
- Organisational systems, policies, procedures, and guidelines are consistently enacted and complied with to ensure quality work performance and service delivery, and maintenance of a safe and healthy work environment.

Organisational Relationships

- Internal:** Family and Youth Services colleagues; Domestic and Family Violence workers; other Prospect Community Services Ltd. service areas and team members.
- External:** Clients; other service providers; government departments and agencies; community organisations, groups, and stakeholders.

Key Selection Criteria

Qualifications and Experience

- Diploma of Child, Youth and Family Intervention or equivalent industry qualification (essential).
- Tertiary qualification in Social Work, Social Welfare, Psychology, Behavioural Science, Health, or related discipline (desirable).
- Demonstrated experience (minimum two (2) years) in delivering family support using a partnership, strengths-based, and family-centred approach to achieve agreed outcomes (essential).
- Demonstrated experience (minimum two (2) years) in working with vulnerable families with high and complex needs (e.g. affected by issues such as domestic and family violence, alcohol and drug addictions, mental health issues, gambling) (essential).

Skills and Attributes

- Applied understanding of, or capacity to develop an applied understanding of, the Child Protection Act 1999 (Qld), Domestic and Family Violence Protection Act 2012 (Qld), and the Human Services Quality Framework (HSQF).
- Demonstrated understanding of 'at risk factors' for families and children and strategies for addressing them.
- Demonstrated ability to undertake work in line with the requirements of the Strengthening Families Protecting Children Framework for Practice and associated Collaborative Assessment and Planning Framework.
- Well-developed interpersonal, negotiation, mediation, and verbal and written communication skills.
- Demonstrated ability to relate effectively to, and work collaboratively and respectfully with, a range of families and individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
- Demonstrated ability to work collaboratively with other relevant community and government organisations to coordinate services appropriate to client needs.
- Demonstrated ability to write reports and maintain client records and statistical data.
- Demonstrated ability to work independently with a high level of motivation and as part of a team.
- Sound time management and organisational skills and proven capacity to prioritise work commitments.
- Ability to maintain high ethical standards.
- Commitment to observing and implementing work health and safety (WHS) requirements.
- Well-developed computer skills, with proficiency in the Microsoft Office suite and use of information management systems.

Mandatory Requirements

- Current Queensland Driver Licence, and a reliable, registered, and (minimum Third Party) insured motor vehicle that, when required, will be used to meet client needs.
- Possession of, or ability to obtain, a current First Aid Certificate.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check)

- Possession of, or eligibility to obtain, a current Yellow Card Prescribed Notice (Criminal History screening)
- (Pre-employment) National Criminal History Check / National Police Certificate.

Performance Appraisal

This position is subject to:

- Probationary performance appraisals at or before the end of each of the incumbent’s second, fourth, and fifth months of employment; and
- Annual performance appraisals on the anniversary of employment.

Note

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

Certification

Employee

I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

Name	Signature	Date

Direct Supervisor

I certify that this Position Description is an accurate representation of the current requirements of the role.

Name	Position	Signature	Date