

POSITION DESCRIPTION

Family Support Worker

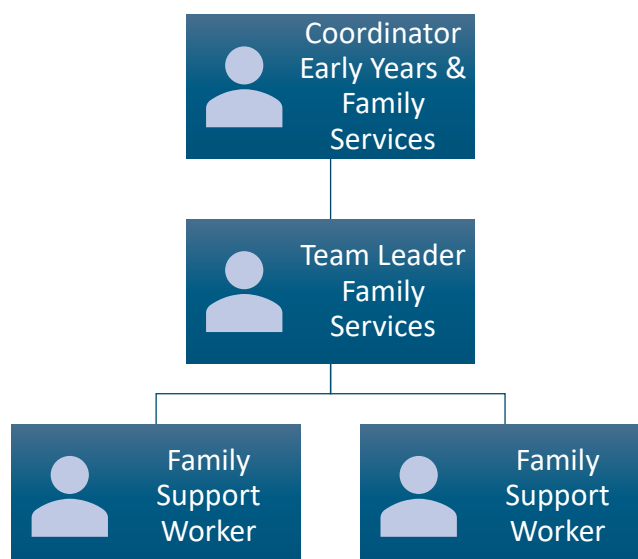
Position Number:	T141005
Banding/Remuneration:	Band 5
Division/Branch:	Community Services/Children, Youth & Family Services
Reports To:	Team Leader Family Services
Date Approved:	June 2024

Position Objectives:

The position is responsible for support of families with children 0-18 in the form of assessment, in home parenting support, information provision, counselling, and referral.

The Integrated Family Support Worker will maintain collaborative relationships with other service providers to ensure co-operative working relationships and seamless service delivery to families.

Team Structure:



Key Responsibility Areas:

Service Planning and Delivery

Provision of Case Management to families, incorporating:

- Formal family assessments and case formulation and implementation.
- Ensure access to other professionals with relevant specialist skills.
- Advocate on behalf of families and their children.
- Ensure access to generalist community services.
- Work co-operatively with external agencies.

Provision of direct services to individuals and families in an environment that supports, encourages and facilitates their participation in the assessment, case planning and intervention process:

- Support the development of intervention plans that make use of available community resources and where appropriate, purchase services to meet the individual's needs.

Provision of practical parent support, incorporating:

- Parent education in areas of parenting skills, routines, safety, behaviour management and coping strategies; and
- Information and advocacy.

Education and evaluation:

- Support a comprehensive education program for groups of parents to promote competence and confidence in their parenting skills.
- Utilise available mechanisms to measure and review the achievement of intervention goals and client satisfaction.

Professional Support

- Support effective multidisciplinary teamwork.

Administration

- Maintain comprehensive and up to date client records and ensure their safe custody and confidentiality at all times.
- Maintain appropriate statistical data and reports for Team Leader Family Services.
- Actively participate in staff meetings, planning days and regular supervision.

Accountability and Extent of Authority:

The position reports directly to the Team Leader, Family Services, and will work collaboratively with the Family Services team and extended Early Years team.

Judgement and Decision Making:

- Capable of making service judgements that reflect City of Monash policies and procedures, and support service delivery.
- Ability to:
 - Deal with complex issues and demands concurrently with supervision.
 - Make decisions within guidelines.
 - Solve problems independently.
 - Anticipate potential problems and identify appropriate preventative strategies and/or contingency arrangements for families.

Specialist Knowledge and Skills:

- Knowledge of relevant theoretical and practice frameworks for working with children, young people and families. (E.g. development theory, family violence, competency frameworks, risk assessment and management, and Best Interest Assessment Case Practice Model)
- Advanced skills in the area of family and parenting support
- Demonstrated experience in assessment, case management, outreach and counselling.
- Demonstrated skills in the application of a range of family intervention models.
- Experience in risk assessment.
- Demonstrated skills in crisis intervention, group work and mediation.
- Ability to develop strategies to assist families with practical parenting education and skill building.
- Proven skills with working with families with infants, children and adolescents.
- Strong group leadership and facilitation skills.
- Ability to set appropriate limits around the support work relationship.
- Ability to manage time, set priorities, plan and organise work and achieve set objectives within the timeline.
- Highly developed communication, negotiating and problem-solving skills.
- The ability to work flexibly to meet current needs of individuals, families, young people and children
- Knowledge of The Orange Door (TOD) and Child Protection System

Management Skills:

- Ability to plan, organise and manage own work to achieve results within timeframes.
- To work with a diverse group of practitioners internally & externally and to identify appropriate referral pathways for families.
- The capacity to deliver required reporting to Team Leader as requested.
- An understanding of relevant legislation and statutory requirements such as OH&S.

Interpersonal Skills:

- Work within a diverse team and contribute to team development.
- Gain co-operation and assistance from clients and colleagues as required.
- Discuss and resolve problems, internally and externally, via a collaborative approach.
- High level written and oral communication skills.
- Liaise effectively and positively with service staff, community groups, clients and external services.

Qualifications and Experience:

- Tertiary qualifications in a Human Services discipline or other relevant discipline.
- Qualification and current registration in Social Work, Psychology or other related field.
- Several years' experience working in the human services field with an emphasis on working with families with complex needs.
- Training and experience in working with families who are at risk.
- Experience providing, mediation, counselling, crisis intervention and other solution focused intervention strategies.
- A satisfactory Police Check and Working with Children Check.

Key Selection Criteria:

- Tertiary qualifications in a Human Services discipline or other relevant discipline.
- Experience in working with families and individuals who are at risk.
- Ability to provide a range of interventions, including conducting complex assessments, and, utilising solution focused, strengths based interventions.
- Ability to provide support and guidance to colleagues and other service providers as necessary.
- Demonstrated capacity to work both independently and as a member of a team.
- Experience and or knowledge in working with The Orange Door, Protective Services and other key stakeholders.
- Demonstrated experience in case planning and case management approaches.

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."



Our Values:

- **Accountability**

We are responsible for our actions and behaviours every day.

- **Respect**

We value diversity and appreciate others.

- **Teamwork**

We work collaboratively to achieve shared goals.

*Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.*

We are committed to being a child safe organisation and have zero tolerance to child abuse.