



# POSITION DESCRIPTION

<b>POSITION TITLE</b>	Family Learning Support Worker
<b>DIVISION</b>	Community Programs
<b>DEPARTMENT</b>	Children - Connie Benn Centre
<b>REPORTS TO</b>	Program Manager

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1000 staff and is supported by 1200 volunteers. We partner with governments, business, and other community organisations to address poverty in communities across the nation.

As well as providing services and programs for families and older people on low incomes, refugees and asylum seekers, young people and the unemployed, we research the causes and effects of poverty and advocate national, state, and local policy solutions for people experiencing disadvantage.

We also operate social enterprises—our community stores and the Brotherhood Books online bookstore — which recycle goods and raise revenue for our work towards an Australia free of poverty.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes which are supported by action plans for each of its Divisions and major programs.

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient, and agile organization

## DIVISION & DEPARTMENT PURPOSE

The Children's Programs includes several programs including Early Years Development, Home Interaction Program for Parents and Youngsters (HIPPY), Connie Benn Community Team, Integrated Centre and Community Impact – Frankston North and Mernda.

## **POSITION PURPOSE**

The Family Learning Support Program supports families specifically:

- Living in Public Housing Estates in City of Yarra, City of Maribyrnong, City of Melbourne and City of Moonee Valley
- Supporting families with child/ren under school age with at home learning, linking into Early Years childcare centres, Kindergarten and playgroups
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The aim is to work directly with families from Public Housing Estates to understand their circumstances post COVID 19 and work with them to overcome barriers experienced relating to their child's learning. We aim to connect children and their families to early childhood services through practical support and relationship building. During COVID 19 we know the child's learning has been disrupted and can build their access to learning opportunities in the home to boost parent confidence and engagement in their child's learning.

## **KEY RESPONSIBILITIES AND DUTIES**

### **1. Employee Management and Accountability**

- Work collaboratively within teams to achieve common goals and contribute towards continual improvement initiatives.
- Provide appropriate feedback on performance of duties in accordance with Brotherhood policies and procedures.
- Participate in staff meetings, regular supervision, mandatory training and professional development, as required.
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices.
- Take responsibility for managing risk, safety, health, and compliance in own area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

### **2. Service Delivery**

- Recruit and enroll families to the program through networking, promotion and engaging with families, services providers within the community.
- Work with families to understand their child's needs, connection or barriers to early childhood services such as childcare, occasional care, playgroups etc.
- Assist families to navigate systems, information, forms, enrolment processes to support attendance at ECEC services and receive financial support through Child Care Subsidies/ Centrelink
- Support families filling out enrollment and registration forms
- Participate in network engagement with local ECEC service provider to support participation and enrolment.
- Provide a suite of at home learning activities to encourage learning during COVID restrictions that are practical and easily accessible in most households and routines.
- Development, planning and facilitation of our supported playgroups.
- Maintain timely, detailed and accurate case notes, and other databases
- Maintain the privacy and confidentiality of clients according to BSL policy and Australian Privacy Law.
- Work with clients in a respectful and culturally appropriate manner.
- Support families with cultural and language needs

### **3. Administration and Reporting**

- Maintain appropriate and effective administrative systems (One Note, ETO, Share Point and spreadsheets) relevant to the program. Training will be provided.
- Contribute to the program documentation and reporting requirements on a timely basis

### **4. Multi-Skilling**

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager.

### **SCOPE OF RESPONSIBILITY**

Direct Reports: volunteers and mentees

### **ORGANISATIONAL RELATIONSHIPS**

Internal Stakeholders: Children's Programs, Community Programs, BSL Head Office

External Stakeholders: Department of Education and Training, Department of Fairness Families and Housing, other stakeholders in the public housing estates and local organisations, MCHN, local kindergartens and early learning services and Local Council

### **KEY SELECTION CRITERIA**

#### **Essential**

- Proven experience in working in an early childhood (0-8 years) service/program and strong knowledge of early childhood development and/or early intervention programs for children and their families.
- Proven written, interpersonal and communication skills with the ability to build effective relationships both internally and externally with local communities and service providers and with people from diverse backgrounds.
- Strong computer literacy skills with competency in using database programs and Microsoft Office Programs including Word, Excel SharePoint and Outlook
- Demonstrated ability to identify and resolve problems, make appropriate recommendations, and take ownership and responsibility for decisions.
- Ability to work independently and effectively within a team, and within an integrated service framework, to achieve outcomes.
- Understanding of and empathy with the values and ideals of the Brotherhood.
- Has work from home experience, delivering programs online programs

#### **Desirable**

- Understanding of and familiarity with people and community in the local area
- Experience with case management
- Group/ family/ children program facilitation skills
- Current Victorian Drivers Licence
- Speaks Arabic or Somali, a community language

**MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include work-based travel and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required. The Brotherhood will facilitate this process.
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process.

**ACKNOWLEDGEMENT**

I have read and accept the Position Description as stated above. I acknowledge the description of the position is an outline and guide to the duties of the professional activities needed to undertake the position successfully. I understand that a review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

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Manager Signature

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Date

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Employee Signature

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Date