

Integrated Family Services

Title	Integrated Family Services Worker
Business unit	Family Services, Child Youth & Families
Location	418 Wendouree Parade, Ballarat 3350
Employment type	Full Time – Maximum term
Reports to	Team Leader, Family Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Integrated Family Services Worker operates under the general direction of the Integrated Family Services Program Leader to provide support to vulnerable children, young people and their families through case management and group work. The families who receive a service from the Integrated Family Services Program present with a range of complex issues including drug and alcohol, family violence, mental health, homelessness, and cycles of disadvantage and poverty resulting in chronic neglect and cumulative harm.

2. Scope

Budget:

nil

People:

nil

Position Description

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3. Relationships

Internal

- Family Services Team
- Team leaders, Senior practitioners
- Manager and Senior Manager
- Wider Uniting programs and teams

External

- Community Members
 - Department of families, fairness, and housing
 - Child Protection and Community Based CP team
 - Victoria Police
 - The Orange Door
 - Local Counselling and Health Services
 - Department of Education
 - Early Learning Centers
 - Health professionals
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4. Key responsibility areas

Service delivery

- Work within the Uniting Principles and the service delivery expectations as outlined in the Parenting and Family Services Service Delivery manual.
- Provide case management and case work service to clients of the Integrated Family Services Program, using judgement, skills, and knowledge to provide services utilizing the Therapeutic Model of Care Service delivery manual, and work under the support and guidance of the leadership team.
- Develop holistic and comprehensive assessments of the needs of children, young people, and their families within the Best Interests Case Practice Framework
- Provide case work, parenting support, and skills development according to family needs.
- Make referrals and link families to community supports and services in line with the Child and Family Action Plan.
- Monitor and assess risk to children and young people and liaise with program Leader and Child Protection as required.
- Plan, prioritise and organise the case load of families allocated to this role.
- Actively seek out the voice of the child and young people, advocating for their voice to be heard.
- Assist The Orange Door and partner agencies with Intake and Assessment services when required.
- Provide personal support that respects the dignity and privacy of the child, young person or adult/ family and be the key worker/ central contact to assist the client in all areas they require support.
- Develop intervention plans focusing on the healthy development of the child in consultation with the family and other professionals, which are based on good professional knowledge, values, and skills.
- Promote strategies that maximize safety for children and young people within their families and maintain effective working relationships that are consistent with child centred family focused practices.
- Develop, coordinate, and provide ongoing management of a system of comprehensive services targeted to the need of families and care providers to ensure that they are adequately resourced.
- Plan, implement and review a range of long term, sustained involvement with vulnerable families through low intensity involvement to briefer, higher intensity crisis management work.

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- Provide practical single hands-on advice and assistance to families and care providers who require support in developing and enhancing parenting and household management skills.
- Assist families and care providers to consolidate new skills over an agreed period.
- Use a range of techniques such as reflection, constructive confrontation and problem solving with the aim of improving interpersonal relationships, health, and the social functioning of the family.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality service.
- Collaborate and liaise with Family Violence agencies including Victoria Police to ensure best outcomes for clients experiencing Family Violence.
- Complete tasks as directed by leadership in alignment with award classification and responsibilities.

Administration

- Ensure allocated clients have records and are plans that are up to date and meet quality standards, statutory, organisational, and funding body requirements.
- Complete requests for statistical and other information in a timely and accurate manner.
- Under the guidance of the Team Leader provide other aspects of record management.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational, and funding body requirements.

Quality and risk

- Carry out all responsibilities assigned to staff in relation to the agencies quality, risk management, compliance, and OH&S frameworks, policies and procedures, which include but not confined to the following.
- Assist with and support internal and external audit processes.
- Identify, manage, and report risks, hazards, incidents or other concerns affecting day to day activities within the agency, program or service area and continually improve work practices.
- Attend core and other safety related training including induction.
- Provide support to lower level employees as required, particularly in the absence of senior team members
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative and working relationships
- Commitment to proactively communicating with supervisor to minimise risks and ensuring quality services team relations

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management

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- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Performance indicators

- Work to meet DFFH funded Targets
 - Compliance with DFFH audit requirements
 - Comply with Uniting Policies and Procedures
 - Comply with Uniting's Code of Conduct
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6. Person specification

Qualifications

- Tertiary Qualifications in human services, disability, welfare, social work desirable however relevant experience will be considered.

Experience

- A sound knowledge of the underlying principles of the Children, Youth and Families Act 2005
- Knowledge of the statutory requirements related to working with young people and their families.
- Experience working with young people and families

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Statutory knowledge:** An understanding of the relevant legislation and current policy relating to the care of children and families.
- **Client focused:** an understanding of the complex issues that may lead to families needing support of family services. Barriers to families accessing services and/or completing tasks. Ability to respond in a manner that is engaging, flexible and sensitive to individual needs
- **Culturally aware:** values diversity in the delivery of services to young people and families including but not limited to those from CALD and indigenous backgrounds
- **Inclusivity:** Understanding of issues related to individuals who might otherwise be excluded or marginalized and a commitment to working with these groups
- **Teamwork:** provide proactive support to others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** An ability and commitment to working cooperatively internally and with existing agencies in the delivery of services to children, young people and their families
- **Flexible:** When you're flexible, you're versatile, resilient and responsive to change. Changes in the community services sector are ongoing, and the ability to be flexible helps transition between stages.
- **Reflective thinking:** is a core principle and practice of employees. Reflective thinking supports us to criticize our own thoughts and see situations for the bigger picture.

Other Key Success Factors:

- Competent computer skills.

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- Excellent time management and organization skills and evidence of prioritizing competing demands.
- Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records.
- Excellent communication skills and interpersonal skills demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.
- Sound judgement and problem-solving skills to contribute to the planning and development of the service.
- Demonstrated commitment to professional development, employee orientation and training

Certificates, licenses and registrations:

- Current eligible motor vehicle license to drive in Australia
- Current National Police Record Check
- Working with Children Check

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
