

POSITION DESCRIPTION

Family and Community Worker

ABOUT UNITING

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

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The Family Specialist Case Manager focuses on providing prenatal support to young expectant mothers within crisis supported accommodation. The Family Specialist Case Manager will provide a range of targeted education and support programs to mothers in response to identified needs such as Preparation for Labour and Birth, Newborn Baby Care and Support for new mothers

ROLE KEY ACCOUNTABILITIES

You will be an integral member of Homelessness and Community Services in the Uniting Recovery team through the following:

- Advocate for client choice, informed decision making and flexibility – ensure that the voice of the client is heard in order to support independence, social engagement and quality of life.
- Contribute towards the establishment and support the coordination and management of each client's Circle of Support.
- Contribute to the assessment and care planning of each client.
- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Home and Community Care, and Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Participate in continuous improvement activities to ensure that we are delivering quality and safe services.
- Ensure adherence to Uniting's values, policies and procedures as well as relevant legislative requirements at all times.
- Utilise Uniting technology, systems and all other practice tools as required.

- Ensure the safety and wellbeing of yourself, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Seek opportunities for personal development and continuing education to ensure that you are able to maintain your skills and knowledge relevant to your role and in line with the changing needs of the Aged Care industry.
- Understand and apply changes to the Aged Care industry in an environment of rapid growth and diversity.

As the Family and Community Worker , your role specifically will:

- Provide skilled safe, holistic, culturally competent, women-centered care to expectant mothers in collaboration with the multidisciplinary team, specifically;
 - Assist mothers to develop individualised Birth Plan & establish emergency plans,
 - Provides information to the woman and her family in relation to maintaining and optimizing health and maximizing self-care,
 - Support provided to mothers before, during and after pregnancy, including medical appointments,
 - Oversee the physical and psychological needs of mothers and their newborns
 - Provide mothers with information and knowledge before childbirth, provide comfort measures after childbirth and support the mother with resources and care for new born after delivery,
 - Provide postnatal depression support
- Create and facilitate a variety of groups and programs (at least 3 ongoing), ensuring they meet all compliance indicators and regulations, including;
 - Development and delivery of learning packages/programs that support expectant mothers
 - Facilitation of parent groups and programs
 - First time parents' groups and early years information sessions
 - Caring for newborn programs including sleep and settling
 - Evidence of directly engaging young women accessing our service to create, develop and implement groups via interactive voting displays, and other suitable methods
 - Creation and implementation of at least 3 ongoing (4 weeks or more) pre and post natal groups
- Ensure continuing improvement, promoting evidence based best practice standards through;
 - Ongoing review of the programs through parental feedback to ensure programs reflect diverse needs, remain relevant, responsive and based on available evidence.
 - Be aware of and act within legislation and policies relevant to consumers and service delivery e.g. Mental Health Act
 - Develop, implement, evaluate, revise and provides input to the woman's plan of care.
- Creation and maintain flyers, calendars, manuals and other printed and digital media
- Work collaboratively to maintain effective, sustainable relationships with young mothers and their families/significant others to promptly respond to their mental health and prenatal needs, including;
 - Develop referral pathways, enrolment and engagement practices to support the participation of expectant mothers, particularly those at risk.

- Attendance at appropriate external forums, government or funding body meetings, and at other networking events.
- Developing positive relationships and networks
- Ensure all data and reporting requirements are maintained
- Undertake other duties as required within the scope of the position and competence of the employee concerned

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Children, Youth and Families
You'll report to: Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

- Approved tertiary qualifications in Psychology, Social work or relevant discipline full registration with AHPRA or eligibility for registration with AASW.

Experience:

Typically, this role will require 3 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Previous case management experience
- Experience working with young mothers at risk of homelessness or early childhood
- Demonstrated experience in group dynamics and facilitation, with an ability to support the

family and broad community.

- Enthusiasm for group facilitation and a broad understanding of the principles of group facilitation.
- Strong organisation skills and attention to detail to prepare reports, manage caseload and follow-up appointments
- Ability to work with mothers with complex issues using strengths-based approach.
- Demonstrated experience in liaising with other professionals to develop partnerships and referral pathways.
- Ability to quickly gain the trust & confidence of others
- Ability to engage with new parents and their significant other/s
- Computer proficiency, and ability to apply computing concepts
- Current First Aid Certificate
- Driver's Licence

Even better:

- Registration with AHPRA or eligibility for registration with AASW
- Cultural Awareness Training
- Training to identify and respond to risk of harm

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	