



POSITION DESCRIPTION

POSITION TITLE:		Early Parenting Worker (EPW)			
POSITION NO:		100541	CLASSIFICATION:		Band 5
DIVISION:		Community Wellbeing			
BRANCH:		Family, Youth and Children’s Services			
UNIT:		Family Services			
REPORTS TO:		Team Leader of Family Programs & Inclusion			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

As part of the Community Wellbeing Division at City of Yarra, Family Services provides a suite of services and supports to families with children aged 0-17 years. The Yarra Council Sleep and Settling Service is an extension of the Universal Maternal Child Health Service (UMCH) providing early parenting, and sleep and settling support to families with infants/children.

The early parenting and sleep and settling service focuses on providing increased supports to families through regular group education and presentations, along with flexible and targeted, one to one parenting support. The Service is intended to engage and empower families, using a strength-based and multi-disciplinary approach.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Family, Youth and Children's Services Branch forms part of the Community Wellbeing division. As a member of the Family, Youth and Children's Service team the incumbent is required to pursue Branch and Divisional goals through effective teamwork within the Branch/unit and with colleagues in other branches and divisions, and by developing sound working relationships with a range of internal and external parties. The Family, Youth and Children's Services Branch consists of the following units:

- Children's Services (Long day care, Kindergarten, Central Registration, Occasional Care, Pre School Advisor and Quality Liaison)
- Family Services (Family Support, Playgroups, Family Programs and Inclusion, Immunisation, Maternal and Child Health and Enhanced Maternal and Child Health)
- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development & training, policy development and resource and support services across the municipality)
- Youth and Middle Years Services (Planning and provision of a range of supporting, developmental and skill based services for children and young people).

ORGANISATIONAL RELATIONSHIP

Position reports to:	Team Leader Family Programs and Inclusion
Internal Relationships:	Family and Children's Services, and other Council departments.
External Relationships:	Hospital & Community Health Services Allied Health Services Children's Services

KEY RESPONSIBILITY AREAS AND DUTIES

As the Early Parenting Worker (EPW) in Family Services, you would be required to perform the following:

- Using a strength based, family centred approach, work in partnership with families to support them, in all aspects of their parenting role.
- Arrange, attend and assist in the provision of parenting group sessions and presentations on early parenting and sleep and settling topics for families with children aged 0 – 3 years.
- With guidance and support work both independently and in a team environment, to conduct sleep and settling consultations with families who have young children aged from birth to 2 years.

- Strengthen family functioning by providing community based support for families experiencing early parenting and sleep and settling difficulties.
- With support from a MCH Nurse anticipate clients' needs, assemble supportive parenting routines, role modelling parenting skills, developing and implementing educational training and support programs, assessing and regularly reviewing the nature and extent of difficulties, setting clearly defined and negotiated goals.
- Provide practical parenting support and education through a partnership with families to achieve their goals and support the health and wellbeing of the child offering parenting information and anticipatory guidance.
- Work with parents and caregivers in identifying barriers to change, and providing direct assistance to overcome these barriers.
- Working collaboratively with the MCH Nurse to check plans and/or refer clients to agencies that can provide additional help.
- Promote and facilitate parental understanding of a child's needs.
- Work in partnership with parents to develop and maintain a supportive and empowering relationship founded on mutual respect, trust and the strengths of families.

Facilitating Group Work

- Plan and facilitate parent information program sessions, in a variety of settings including but not limited to play groups, childcare services, kindergartens, community venues and libraries.
- In collaboration with the MCH Nurse, present early parenting group sessions including but not limited to sleep and settling information sessions, toddler information sessions, infant information sessions and early parenting information sessions.
- Coordinate group sessions in collaboration with Yarra Council internal staff including Venues & Events, Customer and Business Support, Information Systems, other Children, Youth and Family Services Teams and MCH Nursing staff.
- Manage attendance information on groups and documentation in Child Development Information System (CDIS).
- Maintain up to date records for service provision and data collection purposes.
- Accurate recording of any client contact including compiling case notes, assessment forms, and specific client information in a timely manner as required within the Yarra MCH processes.
- Refer any client concerns or staff concerns to the MCH Team Leader as soon as practicable.
- Maintain and complete up to date and accurate records for service provision and data collection purposes within CDIS.

Contribute to team planning, implementation and evaluation of families within the Universal MCH Service and broader Family Service

- Regular liaison with the Family Programs & Inclusion Team Leader, MCH Nurse (Sleep and Settling) and the other Universal MCH nurses to confer and

revise the progress of families, seek assistance if required and discuss concerns identified.

- With permission, attend professional development sessions to maintain best practice, current evidence based education, knowledge of legislation and continuous improvement.
- Evaluate and follow up individual work with families, conferring at MCH Team meetings as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is:

- Directly accountable to the Team Leader of Family Programs and Inclusion, and Yarra council for efficient and effective service delivery in a centre or home context, in line with policies and procedures.
- Accountable for ensuring Quality System requirements are implemented, and for monitoring and accurately inputting data to assist with the collating statistics
- Able to exercise initiative and make decisions in routine procedural matters
- Required to liaise with the MCH Team Leader on an ongoing basis regarding decisions that will affect user satisfaction with the service.
- Required to escalate all child safety concerns to management prior to a Child Protection notification being made.
- The EPW will meet the statutory requirements of Mandatory Reporting of Child Abuse pursuant to the current acts and laws.
- The EPW will meet the organisational requirement of Child Safe standards.
- The EPW is responsible for own professional development, seeking opportunities to expand current knowledge.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act (2005)* and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality

- Community Development
- Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- The EPW will utilise problem-solving skills, acquired through relevant professional knowledge and experience, to make informed decisions on client management.
- The EPW role is conducted in group environments, a day stay setting and / or the family home requiring ability to work independently and within a group.
- With guidance and support usually available within time to make a choice, the EPW is expected to be able to identify families with children 'at risk' and respond appropriately consulting with others in the Family Services.

SPECIALIST KNOWLEDGE AND SKILLS

To be successful in this role the EPW requires:

- Understanding of infant and childhood sleep patterns, behaviours and development.
- Evidenced based strategies and approaches to assist families with sleep concerns.
- Ability to support families with parenting issues, understand family dynamics in parenting, parent-infant attachment theories and parenting self-care.
- Ability to engage and work with families from all socio-economic and culturally and linguistically diverse backgrounds.
- Understanding of cultural diversity and how culture impacts on infant and toddler sleep.
- Ability to recognise and refer clients experiencing increased vulnerabilities (for example mental health, family violence, drug and alcohol misuse).
- Demonstrated experience working with families in early parenting and/or family support settings specifically with children 0-6yrs.
- Sound knowledge of infant and child development from birth to six years.
- Understanding of the impact of family violence and trauma.
- Understanding of parent infant interaction and relationship in supporting early parenting and sleep and settling.
- Demonstrated ability to effectively work in partnership with families.
- Understanding of family dynamics and family functioning.
- Present new skills to families in a range of different styles to support families to engage.

- Demonstrated, current knowledge of relevant policies, legislation and regulations, in particular the *Children, Youth & Families Act (2005)*.
- Demonstrated ability to co-facilitate and support group presentations and information sessions.
- Knowledge of local resources and services available to families and young children and skills assisting families to connect with the community.

MANAGEMENT SKILLS

- Have the ability to manage own time, set priorities and organise own work, be flexible and responsive to changing work priorities, and plan work to achieve agreed timeframes.
- The ability to manage and maintain data information systems and ensure reports are available in a timely manner.
- Flexible, adaptable and innovative approach to programming, supporting clients and needs of the service.
- Demonstrated high level of problem solving and decision-making ability.

INTERPERSONAL SKILLS

- Strong, well developed communication skills which enables families to feel supported, respected and empowered during service provision.
- Well-developed interpersonal skills, including the ability to engage families from cultural and linguistically diverse backgrounds and families experiencing multiple vulnerabilities.
- Ability to work collegiately with other team members, the community and other stakeholders.
- Ability to write reports and / or prepare external correspondence.
- Ability to work independently with the support of the Family Services Team Leaders with families and contribute effectively as part of a team.
- Demonstrated ability to maintain accurate and contemporaneous documentation, report writing, data collection.
- Demonstrate a non-judgemental attitude when working with a diverse range of families and parenting styles.
- Professional attitude and approach with the ability to work collaboratively within a multidisciplinary team.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualifications such as Certificates/Diploma/Bachelors in Community Services, Child Youth and Family Intervention; Social Work.
- Experience in working in Early Parenting Services or in Sleep and Settling programs (desirable).
- Computer literacy.
- Current Victorian Drivers Licence.
- Current Working with Children's Check.
- The incumbent will be required to undergo a Police Check and achieve a satisfactory outcome prior to commencement of the position.

KEY SELECTION CRITERIA

1. Proven effective communication both verbal and in writing; seeks clarification if necessary of messages being communicated.
2. Demonstrated ability to provide quality customer service to clients; seeking to understand and meet needs utilising a strength based approach and by using the Best Interests Framework to guide practice.
3. Proven experience in setting high standards; taking action to rectify problems, going above and beyond to achieve business objectives.
4. Demonstrated experience in holding self-accountable for achieving results; constantly measures, monitors and evaluates outcomes.
5. Demonstrated experience in in providing child focused, family centred care to vulnerable and at-risk families in an outreach capacity.
6. Proven experience in contributing to a team effectively; adding value to team activities and encouraging a supportive team environment.