

POSITION DESCRIPTION

Position:	Family Services Intake Worker
Program:	Western Melbourne Child First
Classification:	SCHADS 5
Hours:	38hrs pw
Duration:	Permanent Ongoing
Location:	Position is located at: 41 Somerville Road, Yarraville, Vic 3013. (Note – Flexible working arrangements apply as per government pandemic directions)
Accountability:	Team Leader Western Melbourne Child FIRST and in turn the Program Manager Family Services.
Date:	2021

INTRODUCTION

Anglicare Victoria offers a comprehensive network of services to young people, children and their families / caregivers living across Victoria. We seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families / caregivers with whom we work.

Anglicare Victoria requires that staff commit to continuing to develop their cultural competence. Anglicare Victoria is committed to equal opportunity and improved outcomes for Aboriginal peoples. Anglicare Victoria is committed to developing an official Reconciliation Action Plan that bears the Reconciliation Action Trademark.

OVERVIEW OF PROGRAM

Western Melbourne Child and Family Services Alliance

The Western Melbourne Child and Family Services Alliance is a representative forum comprising all DHS funded Family Service providers and other partners in this catchment which includes five local government areas: Wyndham, Hobson's Bay, Maribyrnong, Melbourne and Moonee Valley. This catchment is supported by a centralized intake service, known as Child FIRST (Child and Family Information, Referral and Support Team).

The Alliance has adopted an inclusive, partnership-based governance approach to fulfilling its responsibilities for collaborative planning, the Child FIRST service and the development of a catchment-wide integrated system of family services.

Child FIRST – Key Function

Anglicare Victoria is the auspice for Child FIRST in the Western Melbourne Catchment. Child FIRST operates under the provisions of the Children, Youth and Families Act 2005 and has been established to provide a community based intake and referral point into support services for children and families, including the Integrated Family Services programs in the catchment.

The program consists of 5 Intake Workers, a Senior Intake Worker, a Team Leader and Project Manager. Child FIRST also operates with the support of an Aboriginal Liaison Worker and Community Based Child Protection Workers who will support and work alongside staff.

POSITION OBJECTIVES

The Intake worker will receive referrals into the Child FIRST Program. This position, in consultation with the Team Leader Child FIRST determines the referral priority, the manner of engagement with the child(ren) and family, and the assessment process. Specifically, the position will:

- (a) Receive referrals into the Child FIRST program;
- (b) Undertake initial needs identification and assessment of risk, in consultation with Child Protection, VACCA ALW and other services;
- (c) Provide information and advice to referrers;
- (d) Assist with the determination of the priority of a response, and allocation of families to Family Services;
- (e) Undertake short term work with children, young people and their families prior to allocation to Family Services, where needed; and
- (f) Participate in local, sub-catchment service networks as relevant.

KEY RESPONSIBILITIES

The Intake Worker will:

1. Receive and process referrals from individuals, community members and professionals in the Western Melbourne Catchment who have concerns about the wellbeing of children and their families;
2. Undertake assessment of children in relation to need and risk utilizing the Best Interest Framework;
3. Ensure appropriate information, advice and follow-up is provided to all referrers;
4. Comply with agency, program and legislative requirements in relation to information sharing, case recording and data entry requirements;
5. Determine in consultation with the family, Child FIRST Team Leader and other service providers the appropriateness of a family service or alternative service response;
6. Work respectfully with all families and be mindful of the cultural and social influences that each family may present with;
7. Provide a range of short term interventions that will include a variety of case work and case management skills;

8. Work closely with the local family services agencies, the Aboriginal Liaison Worker, Community Based Child Protection Workers and other service providers to provide creative, flexible intake service responses for children and families with complex issues and who may be difficult to engage;
9. Prepare reports to the Case Allocation and Review Meetings and make recommendations on priority for services based on risk and need in consultation with the Team Leader Child FIRST and where appropriate the Senior Intake Worker;
10. Make an active commitment to the development and maintenance of a cohesive multi-disciplinary team and participate in staff meetings, team meetings and staff development;
11. Acquire new techniques and strategies that add to the service's repertoire of knowledge and skills;
12. Participate in regular supervision;
13. Provide supervision for students on placement;
14. Participate in an annual performance review; and
15. Participate in action research and the ongoing development of the service model.

KEY SELECTION CRITERIA

1. A relevant tertiary qualification in social work, psychology, Early Childhood Specialist and/or related behavioral sciences at degree level or diploma level;
2. Demonstrated awareness and commitment to working within the 'Best Interests Principles' outlined within the Children, Youth and Families Act 2005;
3. An understanding of the social context of child abuse and neglect;
4. Demonstrated ability to conduct comprehensive safety and wellbeing assessments and make sound judgments in relation to prescribed actions;
5. Demonstrated understanding and application of individual and systemic theories that underpin casework practice;
6. Sound understanding of Child Protection system and child welfare work and ability to liaise and negotiate with DHS Child Protection in relation to addressing protective concerns for children;
7. Effective written and verbal communication skills;
8. Skills in engaging with families who are reluctant to use support services;
9. Excellent organizational, time management skills, and ability to be self-directed;
10. Ability to think systemically in relation to client action planning, at the same time focusing on specific issues;
11. Ability to think broadly and holistically in relation to interventions with children and families;
12. Computer skills in Microsoft Office packages; and
13. Understanding and appreciation of the community's cultural diversity.

Desirable skills, knowledge, and experience

Experience in working with families in any of the following services areas: Family Services, Child Protection, Housing, Domestic Violence, Mental Health and/or Alcohol and Other Drugs, is desirable.

TERMS AND CONDITIONS

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010. Salary packaging is offered with this position.
- All offers of employment are subject to a six month probationary period.
- All offers of employment are subject to a satisfactory Criminal History Check and must provide a Working with Children Check prior to commencement.
- A current Victorian Driver's licence is essential.