

FAMILY SERVICES WORKER POSITION DESCRIPTION

ST LUKES REGION - MILDURA

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Family Services Worker
Program	Family Services – Zoe Support
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time, part time hours also available
Hours per week	38
Duration	Ongoing
Fixed term end date	N/A
Location	Mildura
Reporting Relationship	This position will report to the Team Leader, Mildura
Effective date	July 2019

Overview of program

Family Services in the St Luke's Region consist of a range of programs that provide support to families who have dependent children. The aim of Child and Family Services is to provide quality in-home and community interventions; with ranging intensities and flexible service delivery hours [outside the usual business hours].

Services and support is delivered in a child-centred, family focused way and works alongside families to address the changes that may need to occur for their children to be safe at home.

This role will be based in Mildura and work with the clients connected with Zoe Support. Zoe Support Australia ('Zoe Support') is a not-for profit, community-based organisation operating in the Rural City of Mildura.

Zoe Support is focused on four key aspects:

- Support services to assist pregnant and parenting young mums.
- Support services for young mums to re-engage in education.
- Life skills programs focused on parenting and managing a home.
- Child care with a focus on early intervention and best start principles

This role will be based at Anglicare in Mildura and will provide in home outreach parent coaching to young parents who are engaged with Zoe Support. The role will be co-located for periods of time at Zoe Support to ensure the young families receive an integrated service response.

Position Objectives

1.	To work with young parents to prevent the potential of further statutory involvement or of the infant/child entering Out of Home Care.
2.	Provide quality interventions and services that focus on outcomes to young people and their children experiencing vulnerability and the safety and wellbeing of children.
3.	Adhere to the Code of Conduct and other relevant policy, practice guidelines and legislative frameworks. To work alongside Zoe Support and uphold the values and principles that align with their agency.
4.	Promoting and engaging in relationships with Aboriginal Controlled Organisations and Aboriginal families that promote culture as a safety for children.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Undertake regular risk and needs assessments and case management; utilising the Best Interest Framework and other contemporary frameworks and theories. Focusing on the safety, stability and wellbeing of children in their family home.
2.	Actively engage (including outreach visits) children, young people and their children, including those who may be resistant, by being flexible, responsive, strengths-focused and creative.
3.	Make an active commitment to the development and maintenance of a learning environment and cohesive team; through staff meetings, team meetings, staff development, supervision and reflective practice.
4.	Develop good working relationships with Aboriginal services to ensure cultural safety in our practice; strengthening outcomes for aboriginal children and young people.
5.	Work within a collaborative care team approach with relevant stakeholders, including Child Protection, to promote best outcomes for client.
6.	Fulfil the program obligation regarding case load requirements, targets, case recording, statistics and other data collection.
7.	The willingness to adhere to program guidelines and/or funding expectations, including the delivery of flexible service hours [outside normal business hours] where required.
8.	Other duties as requested by the team leader or program manager.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and / or related behavioural sciences at a degree level or associated diploma level with substantial experience in the relevant service stream.
	2. Resilience to work with and support clients who have been exposed to trauma.
	3. Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the Best Interest Principles 'as outlined within the Children, Youth and Families Act 2005.
	4. Sound understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
	5. Excellent written and verbal communication, time management and organisational skills.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____