

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Family Support Worker	Department	Community Services
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader Community Programs	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0022147

■ Position Summary

The Giggle N Grow Family Support Worker will lead the delivery of a mobile play scheme to families with children aged 0-5 years living in the Townsville West Communities for Children catchment area. The play scheme will include the delivery of evidence-based programs to support parental engagement and empowerment as well as children's early learning and transition to school.

■ Position Responsibilities

Key Responsibilities

- Provide evidence-based early childhood programs to vulnerable children and families in an outreach environment e.g. mobile play scheme
- Develop a relationship with families that will support the development of new skills and confidence in the parent
- Leads the design and delivery of early learning and parental support activities through the play group
- Lead engagement and intake/registration process for children and parents participating in play groups
- In consultation with the Team Leader develop relationships with site owners and actively support site management of outreach play group delivery
- Lead the assessment, mapping and identification of mobile play group sites
- Supports the team leader in ensuring workplace, health and safety requirements are adhered to on sites
- Ensures effective communication with vulnerable families in intake, delivery and exit stages of the program
- Actively support the Team Leader in engaging with key stakeholders in referring families to program
- Provide pre and post surveys and other program related review material to participants as part of Program Management Cycle and reporting requirements
- In conjunction with the Team Leader, liaise with local community organisations, early childhood providers and other stakeholders.
- Ensure policies and procedures are adhered to including Work, Health and Safety protocols
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy.

■ Position Selection Criteria

Technical Competencies

- Experience in working in an early childhood (0-8 years) service or system and skills in delivery of early childhood development and/or early intervention programs for children and their families
- Knowledge of and experience in working with families who are vulnerable

- Knowledge of and experience working with children and families particularly in minority communities including Indigenous and newly arrived / refugee communities
- Successful experience working with local communities, building local networks and relationships with Service providers
- Strong written and oral communication skills including using interpreters and translators, multilingual documentation and computer literacy skills (Microsoft Word essential)
- Strong administrative, organisational and time management skills
- Experience in mentoring early childhood staff.

Qualifications/Licenses

- Qualification in either Education, Early Childhood, Community Development, Social Work, Welfare Studies, or in a related discipline
- Current and valid Australian Drivers Licence
- Working with Children Blue Card.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.