



POSITION DESCRIPTION

POSITION TITLE:		Family Services Bicultural Inclusion Worker			
POSITION NO:		100170	CLASSIFICATION:		Band 5
DIVISION:		Community Wellbeing			
BRANCH:		Family, Youth and Children’s Services			
UNIT:		Family Services			
REPORTS TO:		Team Leader of Family Programs and Inclusion			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council 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

The Family Services Bicultural Inclusion Worker will enhance the provision of Family Services to families from culturally and linguistically diverse backgrounds in the City of Yarra. The Bicultural Inclusion Worker is employed to, in collaboration with other officers and community groups, plan and deliver community development activities that promote engagement in family and children's services and programs.

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 Council

is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The City of Yarra has a long and respected history in the provision and support of Family, Youth and Children's services. Yarra is an inner city municipality with an extremely diverse and sometimes polarised community. Community expectations and needs in regard to planning for Family, Youth and Children's services are varied and often complex relating to economic, social/community and political considerations. 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, Family Programs and Inclusion, Playgroup Service, Maternal and Child Health and Enhanced Maternal and Child Health and Immunisation)
- 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 of Family Programs and Inclusion
Position Supervises:	Nil
Internal Liaisons:	The incumbent will work closely with Family, Youth and Children's Services, and other Council Departments, especially with others delivering community programs and those working with parents and caregivers of children.
External Liaisons:	Community, Family Services Organisations, Kindergartens, Schools, Child Care Centres, Hospitals and Community Health Centres, Neighbourhood Houses, and culturally specific organisations. .

KEY RESPONSIBILITY AREAS AND DUTIES

Outreach Support

- Respond to referrals from Family Services to provide outreach parenting support for parents, grandparents and carers from the relevant culturally and linguistically diverse communities.
- Identify family's needs and develop plans to respond. Liaise and provide feedback to referring service.
- Carry out home visits to families to support and encourage participation in early learning experiences within the home environment.
- Link isolated families to community supports e.g. community playgroups, library activities, English language classes and parenting education.

Group work

- Plan, establish, facilitate and evaluate support groups for parents, grandparents and carers from the relevant culturally and linguistically diverse community. Assist and participate with targeted groups such as Parent Child Mother Goose Program, SmallTalk and Tuning into Kids or other identified programs.
- Be respectful, inclusive and mindful of diverse cultural and family structure and ensure that the program and environment is suitable and accessible to all.
- Work with the Coordinator Family Services to monitor current expenditure for the program.

Community Development and inclusion

- Support with identifying and communicating themes, gaps, barriers, areas for consideration
- Support consultation in understanding community and individual needs, experiences and hopes
- Promote equity, access, opportunity and the rights of children and families to participate in programs and services
- Support services to be responsive to the diverse circumstances and attributes of their clients.

Administration

- Maintain group attendance records, feedback forms and other records as required.
- Contribute information to Council and Branch reports as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Bicultural Inclusion Worker is directly accountable to the Team Leader of Family Programs and Inclusion

- for responsive and effective service delivery to the relevant culturally and linguistically diverse communities of Yarra Council. The Bicultural Inclusion Worker is required to consult with the Team Leader of Family Programs and Inclusion on an ongoing basis regarding actions that may impact on culturally and linguistically diverse families.
- The incumbent is required to liaise with the Team Leader of Family Programs and Inclusion regarding decisions that will have an impact on program outcomes and/or the overall functioning of services/programs provided at a Unit or Branch level.

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

It is the responsibility of each employee to behave according to the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community:

- Respect
- Integrity
- Accountability
- Teamwork
- Innovation
- Sustainability

JUDGEMENT AND DECISION MAKING

- Ability to be flexible, take and make decisions independently in the course of work with families in their homes and in the community
- Consult and liaise with the referrer and/or relevant Family Services Team Leader where there are any concerns
- Independent decisions should be made in accordance with Council's policies and procedures.
- Matters of a sensitive nature should be brought to the attention of the Team Leader of Family Programs and Inclusion
- Guidance and advice is available from the Team Leader of Family Programs and Inclusion, MCH Team Leader, and Family Support Team Leader.

SPECIALIST KNOWLEDGE AND SKILLS

- Written and verbal language competence in English and another community language.
- Ability to do simple translations
- Knowledge of early childhood development
- Skills in providing support to parents of children
- Demonstrated understanding and skills in group process

- Ability to maintain confidentiality

MANAGEMENT SKILLS

- Skills in managing time, setting priorities, planning and organising one's own workloads and achieving objectives within set timelines.
- Ability to operate with minimal supervision and to show initiative.
- Demonstrated ability to work collaboratively and constructively with others to develop and implement programs, procedures and/or resources.

INTERPERSONAL SKILLS

- Highly developed skills in cross-cultural communication and sensitivity to cultural issues.
- Well-developed communication skills and ability to relate across a wide range of socio-economic, cultural and professional backgrounds
- The ability to work with and gain co-operation from families, other agencies, government departments and other Council employees
- Non-judgemental attitude, and ability to gain cooperation and assistance from others to meet position objectives
- A commitment and ability to work co-operatively in a multi-disciplinary team
- Demonstrated interpersonal skills with parents and children
- Develop and maintain effective relationships with other agencies, services and networks that exist in the community and utilise these to support, inform and create independence for families.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in Social Work, Early Childhood Education, Health and Community Development or other relevant discipline
- Current Level 2 First Aid Certificate (including CPR)
- Professional experience working with families with children and CALD communities.

KEY SELECTION CRITERIA

- Written and verbal language competence in English and another community language.
- Demonstrated commitment and enthusiasm in providing child focused, family centred care in the community/outreach setting
- Focus on the Customer: Demonstrated ability to consult and engage effectively with parents and caregivers from many and varied backgrounds and experiences.
- Teamwork: Contribute to the team effectively, add value to team activities and encourage a supportive team environment.
- Communication: Effectively communicate verbally and in writing, seek clarification if necessary of messages being communicated.