

## Position Description

<b>Title</b>	Integrated Family Services Worker - Community Capacity
<b>Business unit</b>	Child, Youth & Family
<b>Location</b>	185 Baillie Street, Horsham
<b>Employment type</b>	Maximum term – Part-time
<b>Reports to</b>	Senior Family Services Practitioner - Child, Youth & Family

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Community Capacity Worker operates under the general direction of the Senior Family Services Practitioner to provide support to vulnerable children, young people and their families through case management and group work. The families who receive a service from the Integrated Family Services Program present with a range of complex issues including drug and alcohol, family violence, mental health, homelessness, and cycles of disadvantage and poverty resulting in chronic neglect and cumulative harm. The role will provide Integrated Family Services support to families and groups in addition to coordinating the Wimmera Wellbeing Centre.

### 2. Scope

**Budget:**

*nil*

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#### People:

*nil*

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### 3. Relationships

#### Internal

- Key internal relationships that this position has primary and regular day to day interaction within the course of business Members of the Child, Youth and Families team; Manager of Child, Youth & Families; and Senior Family Service Practitioner.

#### External

- Key external relationships that this position has primary and regular day to day interaction within the course of business; Community Members, Department of Health and Human Services, Victoria Police, The Orange Door, Local Counselling and Health Services and Department of Education, Early Learning Centers, Health professionals.
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### 4. Key responsibility areas

#### Service delivery

- Provide case management and case work service to clients of the Integrated Family Services Program, using judgement, skills and knowledge, to develop services where procedures are not clearly defined.
- Develop holistic and comprehensive assessments of the needs of children, young people and their families within the Best Interests Case Practice Framework
- Provide case work, parenting support and skills development according to family need.
- Make referrals and link families to community supports and services in line with the Child and Family Action Plan.
- Monitor and assess risk to children and young people and liaise with Program Leader and Child Protection as required.
- Plan, prioritise and organise the case load of families allocated to this role.
- Assist The Orange Door and partner agencies with Intake and Assessment services when required.
- Work within the therapeutic practices and procedure that promote positive respect for the child, and provide support and services, which meets the needs of the child/ren.
- Provide personal support that respects the dignity and privacy of the child, young person or adult/family and be the key worker/central contact to assist the clients in all areas they require support.
- Develop intervention plans focusing on the healthy development of the child in consultation with the family and other professionals, which are based on good professional knowledge, values and skills.
- Promote strategies that maximise safety for children and young people within their families and maintain effective working relationships that are consistent with child centred family focused practice.
- Develop, coordinate and provide ongoing management of a system of comprehensive services targeted to the need of families and care providers to ensure that they are adequately resourced.
- Plan, implement and review a range of long term, sustained involvement with vulnerable families through low intensity involvement to briefer, higher intensity crisis-management work.
- Develop, implement and review a range of clear and comprehensive intervention plans that incorporate goals and tasks for the family and other professionals involved in the family.

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- Provide practical single hands-on advice and assistance to families and care providers who require support in developing and enhancing parenting and household management skills.
- Assist families and care providers to consolidate new skills over an agreed period of time.
- Use a range of techniques such as reflection, constructive confrontation and problem solving with the aim of improving interpersonal relationships, health and the social functioning of families.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Actively participate in collaborative community education strategies to enhance community understanding of family services.
- Collaborate and liaise with Family Services team members to ensure best outcomes for clients.
- Have a good understanding of Family Violence and its impacts on families and children.
- Collaborate and liaise with Family Violence agencies including Victoria Police to ensure best outcome for clients experiencing Family Violence

### Reporting

- Ensure allocated clients have records and care plans that are up to date and meet quality standards, statutory, organisational, and funding body requirements.
- Complete requests for statistical and other information in a timely and accurate manner.
- Under the guidance of the Program Leader provide other aspects of record management.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational, and funding body requirements.

### Quality and risk

- Carry out all responsibilities assigned to staff in relation to the agencies quality, risk management, compliance, and OH&S frameworks, policies and procedures, which include but not confined to the following.
- Assist with and support internal and external audit processes.
- Identify, manage, and report risks, hazards, incidents or other concerns affecting day to day activities within the agency, program or service area and continually improve work practices.
- Attend core and other safety related training including induction.

### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

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- Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation
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## 5. Performance indicators

- These are optional for the time being but will be mandatory as a performance management and development framework (and process) evolves.
  - Group in key areas (e.g. Achieves results, customer management, stakeholder management, people management, teamwork, professionalism – or against any capability framework (if inexistence) with headings in order of importance and insert the results expected and how they will be measured.
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## 6. Person specification

### Qualifications

- Tertiary qualifications in human services, welfare or social services or transferable and/or relevant experience. If unqualified; a commitment to further study in the relevant field required.

### Experience

- Experience and a sound knowledge in the provision of care, management and support of young people and their families from varying socio-economic, cultural and ethnic backgrounds. This includes the provision of support and effective communication with young people, including those with special needs and challenging behaviors.
- Knowledge of theories and practices relevant to vulnerable or 'at risk' children, young people and their development and behavior, including solid understanding of trauma and attachment.
- An understanding of the impacts of Family Violence upon the child and family.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Statutory knowledge: An understanding of the relevant legislation and current policy relating to the care of children and families.
- Other key success factors:
  - Competent computer skills.
  - Excellent time management and organisation skills and evidence of prioritising competing demands.
  - Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records.
  - Excellent communication skills and interpersonal skills, demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.

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- Sound judgment and problem-solving skills to contribute to the planning and development of the service.
- Demonstrated commitment to professional development, employee orientation and training.
- Certificates, licences and registrations: current eligible motor vehicle licence to drive in Australia; current National Police Record Check; and Working with Children Check.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: