

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Family Support Officer	Department	Housing and Community Supports
Location	East Perth	Direct/Indirect Reports	Volunteers
Reports to	Family Support Team Leader	Date Revised	Mar 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0034090

■ Position Summary

The Family Support Officer will work as part of a team of coordinators, volunteers and admin staff to coordinate the service delivery of the Family Support Program. This program provides in-home assistance to families who may be experiencing Postnatal Depression, depressive illness, a multiple birth and/or social isolation. The role carries out various tasks pertaining to case coordination and volunteer management, including; assessment and reviews; home visit outreach; guided referrals; telephone and email support; volunteer coordination and scheduling; workshop facilitation and training; and promotional activities.

■ Position Responsibilities

Key Responsibilities

- Delivery of program objectives by conducting home visits for the purpose of assessment, as required and ongoing reviews
- Assist in the development and coordination of procedures and strategies to provide a flexible and responsive service delivery, which meets the needs of the client
- Work with volunteers to develop suitable case plans that meet client's needs and program objectives
- Be responsible for the placement and supervision of volunteers within the family home
- Provide day to day support to volunteers to enable them to meet program outcomes
- Collect and record client information using case notes and data base systems
- Evaluation procedures are consistently managed, in accordance with the required timeframes
- Liaise with other services, internal and external, to promote access and develop the program and to attract clients and volunteers
- Adopt a holistic approach to support and where appropriate link clients and families in to other services to meet their identified needs
- Participate in the development and delivery of relevant training to volunteers to ensure services provided are in accordance to contract requirements and of a high standard
- Consistent with the nature of Red Cross, availability pattern of volunteers, the timing of organisational activities and the delivery of services, the position holder is required to work flexible hours and to be available to attend activities and events outside of ordinary business hours, as required.

■ Position Selection Criteria

Technical Competencies

- Sound understanding and experience within the mental health field and depressive illness

- Experience of working with, and the provision of support to 'at risk' families
- The ability to operate under limited direction, as well as part of a team
- Demonstrated ability to structure time, manage work deadlines and prioritise, organize and complete work within set time frames
- Ability to supervise the work of volunteers, in order to ensure program and organizational objectives are met, in accordance with the Red Cross way of working
- Good presentation and public speaking skills and the ability to design, deliver and evaluate the training of a volunteer taskforce
- High level of computer literacy in word-processing, spreadsheet, data base, Internet and email packages.
- Highly developed interpersonal communication skills and ability to liaise with volunteers, clients and program stakeholders
- Knowledge of early childhood development, parenting and related issues
- Demonstrated use of case management systems
- Experience working with volunteers
- Experience working with Indigenous people and people from a wide range of cultural backgrounds.

Qualifications/Licenses

- A valid drivers' licence
- A Working with Children check is a mandatory requirement for this role.

Desirable

- Qualifications in Mental Health/Human Services/Community Services or a related field
- Certificate IV in Training and Assessment.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.

■ 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.