



Family Social Worker - Maternal and Child Health Program

Position Number: 500639

Directorate: Advocacy and Communities

Department: Life Stages

Reports to: Maternal and Child Health & Immunisation Coordinator

Classification: Band 6

Employment Status: 6-month Fixed Term Full Time

Location: **Broadford Civic Centre** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: July 2021

Employee signature:

Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



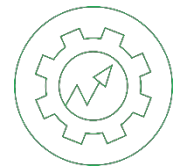
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



About the Role

This position is located within the Enhanced Maternal and Child Health Service at Mitchell Shire.

Objectives

- > To provide assessments, support and counselling for families;
- > To work as part of a team to deliver a high-quality family support service which has a focus on early intervention, family strengthening initiatives and services that provide for the support of families in need
- > Provide social support services, advocacy, short term case management and referral for children and families experiencing vulnerability and risk
- > Work within the Enhanced Maternal and Child Health team, provide a collaborative approach to promote child development and support parenting confidence and independence

Key Responsibility Areas

- > Ensure that families are involved in the process of designing interventions, which includes timelines for the use of services
- > Provide information to families regarding the range of family services provided by the Council, Government and non-government agencies
- > Be aware of culturally sensitive issues when delivering services and participate in education process to enhance understanding
- > Participate in relevant professional development.
- > Participate as requested in program planning, policy development, review and evaluation
- > Participate in the orientation of new staff/agency staff and students as required
- > Regular attendance at team meetings and other designated team functions
- > Develop and maintain effective relationships with community agencies and services
- > Use feedback from key stakeholders to review and evaluate service delivery and opportunities for enhancement.

Quality and Safety

- > To maintain confidentiality of clients and client records.
- > Ensure the maintenance of the highest clinical standards in the delivery of services.
- > Annual MCH Parent Surveys are analysed and actions taken to address areas for improvement.
- > To participate in the development and implementation of the MCH team's annual workplan, policies and services within the MCH service

Policy Development and Implementation Responsibilities

- > Assist and provide planning and policy advice for the Life Stages Department on emerging issues impacting families and children;
- > Advocate and develop on behalf of and in consultation with families and key stakeholders to identify needs and ensure access to services and action on relevant issues;



Organisational Relationships

Reports to

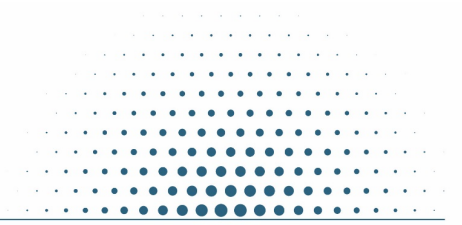
- > Team Leader, Enhanced Maternal and Child Health Service

Internal Contacts

- > Senior Management
- > Maternal and Child Health & Immunisation Coordinator.
- > Immunisation Service
- > Maternal and Child Health Nurses
- > Supported Playgroup Facilitator
- > Staff in other Community Services

External Contacts

- > Clients of the Maternal and Child Health Service
- > Department of Families, Fairness and Housing- Child Protection Unit.
- > Orange Door – Family Safety Victoria
- > Nexus Primary Care
- > Familycare
- > Family Day Care Providers
- > Medical Practitioners
- > Allied Health Professionals
- > Hospitals
- > Community Agencies
- > Residents
- > State Government and Statutory Bodies



About You

Key Selection Criteria

1. Tertiary qualifications in Social Work, Psychology or related field
2. Demonstrated capacity to work in a multidisciplinary team setting and ability to build collaborative working relationships
3. Knowledge and understanding of engagement, assessment and intervention with children and young families who have diverse needs
4. Demonstrated relevant experience in family casework, especially assessment, review, counselling and direct practice of family intervention services,
5. Demonstrated excellent verbal and written communication skills, including report writing, utilising an understanding of evaluative frameworks
6. Demonstrated knowledge and understanding of childhood development, and family life cycles, incorporating crisis and early intervention from strong theoretical frameworks,
7. Experience in using computer-based client management programs

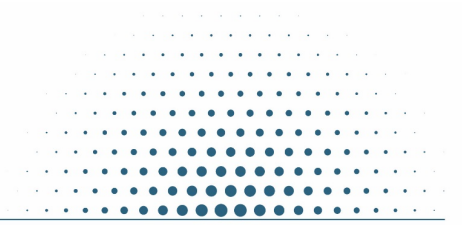
Qualifications and Experience

Essential

- > Tertiary qualifications in Social Work, Psychology, or related field
- > Relevant experience in family casework, especially assessment, review, counselling and direct practice of family intervention services
- > Valid Victorian Drivers Licence
- > Current Working with Children's Check
- > Willingness to undertake National Police Check

Desirable

- > Local government experience



Position Requirements

Accountability and Extent of Authority

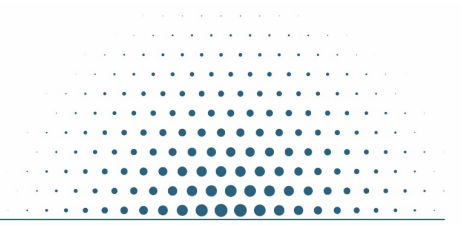
- > The Family Social Worker works in consultation with the Team Leader, Enhanced Maternal and Child Health, and is accountable for providing support and assistance designated for vulnerable families in accordance with a case plan.
- > The Family Social Worker will work with families that are referred to the Service from the Enhanced Maternal and Child Health Service and Universal MCH Service.
- > The freedom to act is subject to supervision and clear guidelines.
- > The Family Social Worker is accountable for providing support and assistance to vulnerable families with complex needs in accordance with an agreed case plan stipulating clearly defined and negotiated goals.
- > The Family Social Worker provides comprehensive and specialist advice to families whilst encouraging autonomous decision making.
- > The Family Social Worker provides input into the development of policy, procedures and strategies as it relates to the service.

Judgement and Decision Making

- > The Family Social Worker will advise the Team Leader, Enhanced Maternal and Child Health of their families' progress and of any behaviour/s and incident/s that may be deemed to be of at-risk nature or where there are wellbeing concerns.
- > Most of the work performed in family homes is without direct supervision and, at times, requires independent decision making. Decisions should be guided by the relevant policies, codes of practice and legislation including but not limited to Council & MCH Policies, Privacy Information Act, Health Records Act, Children Youth and Family Act and the Enhanced MCH program Guidelines. Guidance and advice are available from the Team Leader, Enhanced Maternal and child Health and Maternal and Child health & Immunisation Coordinator.
- > The position requires problem solving skills and an ability to interpret and make judgments in assessment and intake. Problems may be highly complex and require some creativity and originality in thinking.
- > The Family Social Worker will be expected to identify families with children 'at risk'/child wellbeing concerns and respond appropriately, in consultation with the Team Leader. The Team Leader may suggest further consultation with the Department of Families, Fairness and Housing, Child Protection or Child First.
- > The Family Social Worker is required to have the expertise to undertake complex and challenging casework that requires independent decision making and risk assessment skills.
- > The Family Social Worker is required to case manage complex families including the coordination of multiple agencies and services and the management of difficult issues that may impact on children.

Specialist Skills and Knowledge

- > A thorough understanding of current technologies, approaches and theories in supporting families and enabling change
- > Ability to formulate and apply a support model and framework which is inclusive of needs and risk identification, planning and flexible interventions to changing circumstances.
- > A commitment to and understanding of client's right to self-determination in the context of child-focused family centered practice.



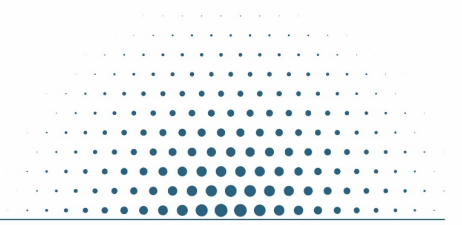
- > Sound knowledge of infant and child development
- > Knowledge and understanding of engagement, assessment and intervention with children and young families who have diverse needs.
- > Experience in providing short-term early intervention and parental support to families
- > Experience working in multicultural communities
- > Skills in developing positive referral relationships with community-based support services.

Management Skills

- > Ability to manage time, priorities and organise one's own work to complete tasks on schedule.
- > Proven ability to manage a case load of highly vulnerable families with complex needs
- > Ability to work independently as well as in a team and to handle a variety of complex tasks concurrently with minimum supervision and difficult timelines.
- > Ability to manage community development initiatives and projects and to facilitate educational forums and network meetings.

Interpersonal Skills

- > Excellent verbal and written communication and negotiation skills.
- > Proven ability to engage, advocate and work collaboratively with appropriate support services
- > Develop and maintain effective relationships with community agencies and service
- > Represent the program internal/external committees and working parties



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies, and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement
- > Early Education Employees Agreement

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect, and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting, and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect.
- > There is zero tolerance for all forms of abuse and neglect towards children.
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority.
- > Best practice standards will apply in the recruitment of staff, volunteers, and contractors.
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check.
- > A statement of our commitment to child safety requirements is included in induction.
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children.
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates.
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies.



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails, and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems.
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers, and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

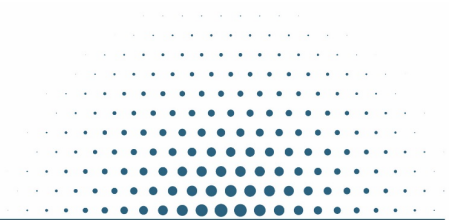
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer.
- > Ensure a high-quality customer focused service at all times.
- > Contribute to excellence in service delivery and present a positive image for Council.
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council, and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled, you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full-time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement:

Monthly ADO

A Monthly ADO is available to full time staff. As a full time, indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5-hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

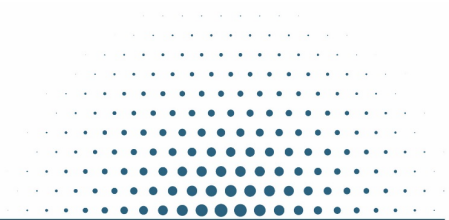
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures, and guidelines. This includes (but is not limited to) the following:

- > Perform all duties in a manner which demonstrates due care for your own and others health and safety.
- > Comply with Risk and OHS documentation and legislative requirements.
- > Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- > Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- > Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 10% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays, and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.

Working with Children Check

Where a valid Working with Children Check is a mandatory requirement of the role, employees must immediately report to their Manager and People & Culture any revocation or cancellation of their WWCC. Council will consider the circumstances involved and determine the appropriate action, which may include termination of employment based on the evidence or issues leading to the revocation.