



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Family Services Case Worker			
<b>POSITION NO:</b>		702477	<b>CLASSIFICATION:</b>		Band 5
<b>DIVISION:</b>		Community Wellbeing			
<b>BRANCH:</b>		Family, Youth and Children’s Services			
<b>UNIT:</b>		Family Services			
<b>REPORTS TO:</b>		Team Leader Family Support			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

*Yarra City Council is 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.*

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

### POSITION OBJECTIVE

- To undertake intake, referral and case work in line with the Strategic Framework for Family Services in line with the North East Child and Family Information Referral and Support Teams, the Orange Door (community based intake), The Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005.
- To provide case management support to families experiencing parenting, social and financial difficulties affecting their capacity to meet their children's needs.

## 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.

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, Playgroups, Family Programs and Inclusion, Immunisation, Maternal and Child Health and Enhanced Maternal and Child Health)
- 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).

### North East Orange Door

The core function and purpose of the Orange Door is to provide a central intake point for family violence support and for families referred for family services casework support on behalf of the Integrated Family Services agencies.

Yarra City Council Family Services is a partner agency in collaboration with

Anglicare Victoria, Berry Street, Brotherhood of St Laurence, City of Darebin, cohealth, Kids First, MacKillop Family Services, Melbourne City Mission, UnitingCare Victoria & Tasmania, Victorian Aboriginal Child Care Agency, Victorian Government (Department of Families, Fairness and Housing) to provide family services to families living in Yarra. These agencies operate within the North East Catchment (comprising of Yarra, Darebin, Banyule, Nillumbik and Whittlesea).

## ORGANISATIONAL RELATIONSHIP

<b>Position reports to:</b>	Team Leader Family Support
<b>Position supervises:</b>	Nil
<b>Internal Liaisons:</b>	Family, Youth & Children's Services and other Council departments.
<b>External Liaisons:</b>	The Orange Door, Family Services Organisations, Department of Health and Human Services, Pre-schools, Schools, Child Care Centres, Hospitals and Community Health

Centres, Neighbourhood Houses, Community, legal and Government agencies.

## **KEY RESPONSIBILITIES AND DUTIES**

### ***Operational***

#### **1. Case Work**

Use the Yarra Family Services Operations Manual, the DHHS Best Interest Case Practice Framework and the relevant policies and procedures to:

- Use a range of techniques and approaches to engage with children and families.
- Undertake a comprehensive assessment of families which includes both a child development and strengths based perspective.
- Develop and regularly review case plans with each family that will form the basis of case management and interventions.
- In conjunction with the Team Leader inform and consult with Child Protection and other relevant partners in assessing and addressing risk levels in line with the Best Interest Principles.
- Assist with problem solving, exploration of options and the making of informed choices.
- Assist with issues relating to managing children's behaviour and development and where possible provide parenting skills development and support for children.
- Appropriately consult with, refer to and link families to, other services for assistance.
- Identify and appropriately respond to 'at risk' parents and children.
- Initiate and participate in case conferences when required.
- Assists in meeting the service agreement and organisational key performance indicators as set out in the Yarra City Council Service Profile – Family Services.

#### **2. Group Work**

- Participate in the planning, development, implementation of community development/education programs.
- Provide evaluation reports upon completion of the group work/programs to the Team Leader.

#### **3. Provision of Family Support Service**

- Liaise with other Council staff and relevant community agencies and government departments.
- Work closely with council's Family, Youth and Children's Services team to provide appropriate support services to families.
- Undertake joint casework with professional and other agencies involved with the family.

- Assist families to obtain goods and services that are necessary for their ongoing viability as a family unit.
- Attend relevant local and sub-regional planning and policy meetings as required.
- Participate in client, group and service evaluations.
- Participate in professional development and training that develops understanding of therapeutic approaches and strategies relevant to working with families, including monthly supervision with Family Services Team
- Perform any other duties relevant to the role and responsibilities of the position.

#### **4. Quality Service and Continuous Improvement**

- Actively participate to identify and act on opportunities for improvement within own work practice, operational and quality policies.
- Own practice demonstrates awareness and understanding of the organisations aims and objectives by adhering to organisations policies and procedures at all times.
- Uses the organisation's strategic goals and objectives to focus and prioritise improvement activities.
- Uses a proactive approach in own practice to maintain a high standard of client service delivery.
- Participates in quality activities if required.

#### **5. Administration**

- Maintain effective, accurate and up to date case notes of family records and files using the IRIS software system and other appropriate systems.
- Attend intake meetings with the Team Leader.
- Attend and participate in staff meetings relevant to the functioning of the Family Support Service.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The Family Services Case Worker works under the supervision of the Team Leader Family Support who is accountable for providing ongoing assessment and interventions to designated families in accordance with a case plan. The freedom to act is subject to supervision and in accordance with the Yarra City Council Family Services policies and procedures and the Best Interests Case Practice Model.
- The Family Services Case Worker is expected to participate in regular supervision, case discussions and reviews of case plans and documentation in conjunction with the program leader.
- The Family Services Case Worker will formulate an agreed case plan with the family with clearly defined and negotiated goals.
- The Family Services Case Worker contributes to the development of policies and procedures.

### ***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***

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Accountability
  - Respect
  - Courage

### **JUDGEMENT AND DECISION MAKING**

- The Family Services Case Worker is expected to inform the Team Leader of the progress made with families and of behaviour and incidents that are of concern.
- Most of the work performed in family homes is without direct supervision and, at times, requires independent decisions to be made. Guidance and advice is usually available within time to make a choice.
- The position requires problem solving skills and ability to interpret and make judgments in assessment, Intake and group work. Problems may be complex and require some creativity and originality.
- The Family Services Case Worker will be expected to be able to identify families with children 'at risk' and respond appropriately.
- Write and sign letters, reports and general correspondence on behalf of Family Support Service as delegated.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Demonstrated groupwork skills and a sound understanding of group dynamics.
- General casework skills and an ability to provide information, parenting strategies and resources to vulnerable families and children.
- Ability to offer options strategies and resources to assist people to make informed choices.
- Ability to deliver parenting skills development programs.
- Ability to advocate on behalf clients.
- Ability and skills in working with families of diverse socio-economic and culturally and linguistically diverse (CALD) communities inclusive of newly arrived refugees, LGBTIQ+ and community members with a disability.
- Conflict resolution skills.
- Knowledge of child and adolescent development.
- Knowledge and skills in working with a wide range of professionals including Child Protection and Maternal and Child Health.
- Knowledge of all policies, regulations and precedents.
- Competency in the operation of Microsoft Office and IRIS software system.
- Demonstrated group work skills and a sound understanding of group dynamics.

## **MANAGEMENT SKILLS**

- Ability to manage time effectively, setting appropriate priorities, plan and organise relevant activities.
- Ability to write appropriate reports, maintain up-to-date factual client files and collect accurate service statistics.

## **INTERPERSONAL SKILLS**

- Excellent verbal and written communication skills with the ability to write reports and/or prepare external correspondence.
- Ability to be flexible, energetic, creative and take initiative where appropriate.
- Non-judgemental attitude and an ability to work responsively with people.
- Commitment to working effectively within and contributing to a multidisciplinary team.

## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications such as Social Work, Psychology or Community Development are essential.
- Experience in working in the community sector or similar.
- Current driver's licence desirable.

## KEY SELECTION CRITERIA

1. Demonstrated ability to respect and value diversity in all its forms. This includes consulting and engaging effectively with families of diverse socio-economic and culturally and linguistically diverse (CALD) communities inclusive of newly arrived refugees, LGBTIQ+ and community members with a disability.
2. Demonstrated experience centring the voice of the child. Knowledge of the importance of using a child centred approach when working in the family services sector, including a good understanding of child abuse and neglect.
3. Understands, prioritises, and demonstrates the needs of the client. Aims for the best outcomes for clients, continuously strives to improve the clients experience, is strength based and outcome focused.
4. Demonstrated ability to work independently and as part of an engaging, dynamic, supportive and empowering team environment.
5. Demonstrated knowledge and experience in the community sector which may include specialist skills in the following:
  - strength based work with families
  - utilising relevant intervention strategies and frameworks such as DHHS Best Interest Framework, DHHS Child Protection reporting guidelines, Child, Youth and Families Act (2005), Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
  - children's development needs
  - drug and alcohol issues
  - housing matters
  - trauma
  - family violence
  - case noting