

**POSITION TITLE: FAMILY SUPPORT WORKER**

<b>Name:</b>	
<b>Position number:</b>	5102
<b>Award:</b>	Social and Community Services (SACS) Victoria Award
<b>Classification:</b>	Class 2A Year 7 (\$25.68)
<b>Site:</b>	May work from any BCHS site
<b>Hours per fortnight:</b>	<b>Two Positions:</b> 76 hours per fortnight, ongoing. 38 hours per fortnight, offer through to 20 December 2013.
<b>Position description developed:</b>	January 2012
<b>Responsible to:</b>	Tracee Kent – Manager Family Services and Counselling

Reg. No. A0024004N

P.O. Box 1121,  
Bendigo Central  
Victoria, 3552

**Central site:**

Ph: (03) 5448 1600

Fax: (03) 5448 1699

**Eaglehawk site:**

Ph: (03) 5434 4300

Fax: (03) 5434 4355

**Kangaroo Flat site:**

Ph: (03) 5430 0500

Fax: (03) 5430 0544

**Elmore Medical Practice:**

Ph: (03) 5432 6001

Fax: (03) 5432 6101

**1. Position Role**

The Role of the position is:

1. To work as part of an Integrated Family Service system to support children, youth and families that has a focus on early intervention and prevention.
2. Provide an outreach service that supports families to develop strategies and create changes to ensure 'good enough parenting' in the best interests of children and youth.
3. To work with local communities and other services to meet the needs of vulnerable children and their families. This includes encouraging a consistent focus on safety, stability and the development of positive outcomes, whilst viewing the child's experience through the lens of the age and stage of the child, their culture and gender.
4. To utilise best practice principles to ensure that families are kept out of the child protection system, where possible.

**2. Position Responsibilities**

The Responsibilities of the position are:

1. Utilise an assertive outreach process to engage with families who have complex needs and where there are significant wellbeing concerns.
2. Actively support families to achieve outcomes in the best interests of children and youth.

## **BENDIGO COMMUNITY HEALTH SERVICES**

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3. Engage with families in the development of clear goals and provide advocacy, information and resources to support family change.
4. Demonstrate skills and knowledge in utilising Strengths based practice.
5. Develop, participate and facilitate group sessions with children, youth and families.
6. Support families to connect with familial and professional networks that will support them to sustain change in the Best Interests of the children.

### **3. The Role of the Team**

The Family Services Team works with the most vulnerable and high risk families and provides individual support and group work programs to children, youth and families that support families to make sustainable changes in the best interests of children.

The Children, Youth and Family Act 2005 requires that family services, child protection and placement services work in ways that reflect the Best Interest principles and the associated provisions of the CYFA.

The Best Interest Framework provides a common basis for professionals to work together and with local communities and other services to meet the needs of vulnerable children and their families, by encouraging a consistent focus on the following:

- safety
- stability
- development

### **3. Key Selection Criteria**

#### **3.1 Essential**

1. Demonstrated experience in casework and support to children, youth and families.
2. A sound knowledge of the Victorian Children, Youth and Families Act 2005.
3. Tertiary qualifications in a Social Work, Community Services, Community Welfare, or Community Development related discipline.
4. Excellent interpersonal and communication skills with children, youth and families.
5. Demonstrated ability to work as a member of a multidisciplinary team.
6. Current driver's license.

#### **3.2 Desirable**

1. The ability to build and develop positive relationships with both internal and external clients and relevant stakeholders.
2. Intermediate to high level skills in Microsoft Office programs.

3. Demonstrated group work experience.
4. Demonstrated understanding of the psychosocial model of health.

#### **4. Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of three months from date of commencement. During this period your performance will be reviewed and, assuming this is mutually satisfactory, your employment will be confirmed as ongoing at the end of this period.

#### **5. Performance Development & Review (PD&R)**

*Each BCHS staff member is required to participate in the annual PD&R process. The PD&R will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Team and Individual Work Plans and the following Performance Indicators.*

##### **5.1 Self Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self satisfaction and professional growth.*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

##### **5.2 Communication & Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients.*

- Display your capacity for self awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

##### **5.3 Administration & Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

**5.4 Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

**5.5 Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

(Include 3 or 4 key points relating to this position, examples shown commencing with a verb)

- Assertively outreach to families to achieve individual target hours of 120 hours per month and meet the annual target.
- Demonstrate integrated case management ability through utilizing the Best Interests Case Practice model and assessment, and developing child and family action plans.
- Participate and facilitate Group work sessions with children, youth and families.
- Demonstrate positive outcomes for clients through your interventions to decrease significant wellbeing reports and renotifications.

**6. Other Essential Requirements****Staff will:**

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury / Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Present a Working with Children ID card, if required for the position.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.
- Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

**7. Other Information**

- Recipients of Government funded departure packages in the last three years may be ineligible to apply.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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Approved: General Manager - Community Engagement and Support - Sue McConnachie

Date: ...../...../.....

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Approved: Tracee Kent - Manager Children, Youth and Family Services

Date: ...../...../.....

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Approved:

Date:...../...../.....