

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: FAMILY SUPPORT WORKER

Name:		PO Box 1121 Bendigo Central Victoria 3552
Position number:		
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015	Central Site: Ph: (03) 5448 1600 Fax: (03) 5448 1699
Classification:	Community Development Worker Classification Range	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5434 4355
Site:	Based at Kangaroo Flat site however the position may work from any Bendigo based BCHS site as negotiated	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5430 0544
Hours per fortnight:	60.8 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Ongoing	
Position description developed:	April 2018	
Responsible to:	Team Manager - Strong Families	

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 with a focus on early intervention and prevention.
2. Provide an outreach service that supports families to develop strategies and create changes to ensure the best interests of children and youth are central.
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 supported to be 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 for children and young people.
2. Actively support families to achieve outcomes in the best interests of children and youth.
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 formal and informal networks that will support them to sustain change in the best interests of the children.

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3. The Role of the Team

The Family Services team works with the most vulnerable and high-risk families. The team 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 and young people.

The Children, Youth and Family Act (CYFA) 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

4. Key Selection Criteria

4.1 Essential

1. A qualification in Social Work, Community Services, Community Welfare or Community Development related discipline.
2. Demonstrated experience in providing assertive outreach and case management and support to children, youth and families within an empowerment framework with a comprehensive understanding of best practice principles, consent, advocacy and confidentiality.
3. Demonstrated experience and skills in assessment and identifying risk in families.
4. Demonstrated understanding of attachment and trauma - and how this may impact on children, young people and their families.
5. Demonstrated experience in building rapport and professional relationships with clients from diverse backgrounds as well as excellent interpersonal and communication skills with children, youth, families and professionals.
6. Demonstrated ability to work independently as well as a member of a multidisciplinary team.
7. A sound knowledge of the Victorian Children, Youth and Families Act 2005.
8. Ability to maintain a positive attitude to the program and service.
9. Current driver's license.
10. Current Working with Children Check.

4.2 Desirable

1. Excellent organisational and time management skills.
2. Comprehensive knowledge of the local service system.
3. Intermediate to high level computer skills such as use of Microsoft Office programs, and electronic client management systems.
4. Demonstrated experience in facilitating group work for clients.
5. Demonstrated understanding of the social model of health and how it relates to clients and best practice service delivery within a Community Health setting.

5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six 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.

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6. Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD 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.

6.1 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.

6.2 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.

6.3 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.

6.4 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.

6.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Assertively outreach to families to achieve individual target hours.
- Demonstrate integrated case management ability through utilising 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 re-notifications.

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6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

7. 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).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

- Co-operate with and contribute to BCHS Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

8. Other Information

- 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.
- BCHS has a commitment to environmental sustainability.

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Approved: Andie West
Director - Children Youth and Family Support Services

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Agreed: Family Support Worker

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