



Child, Family & Relationship Services Worker – Tweed Heads Application package

Thank you for your interest in applying for the Child, Family & Relationships Worker position with The Family Centre.

The position description is included below and additional information about our organisation may be found on our website at www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description;
- Include a detailed resume with education & employment history; and
- Provide two referees with current contact details.

Please note: applications not addressing the selection criteria will not be considered.

Please email applications to recruitment@thefamilycentre.org.au

Applications close 4.30pm 2 August 2021.

For further information regarding the position please contact:

Mario Talary (07) 5524 8711 or email MarioT@thefamilycentre.org.au

Mario Talary

Senior Manager Child, Youth and Family Services

The Family Centre

Child, Family & Relationship Services Worker

Position Title	Child, Family & Relationship Services Worker
Organisational Unit	Child, Family & Relationships Services
Award	SCHCADS
Award classification	Level 4
Reports to	Manager Child, Family & Relationship Services
Appointment status	12 month contract
Probationary period	6 months
Hours	Up to 28hrs pw
Base location	Tweed Shire

Child, Family & Relationship Services programs focus on prevention and early intervention and aim to strengthen individual and family relationships, and increase safety and wellbeing.

The Family Centre provides programs that encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: children, young people, families and adult relationships.

Our activities include:

- Information and referral
- Individual and family support and intensive family preservation
- Parenting skill development and relationship skills courses
- Community engagement and development activities

Our values and practice principles inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

- › improve relationships
- › increase safety
- › increase parenting skills
- › increase wellbeing
- › increase personal effectiveness
- › increase connections
- › increase community capability

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' Licence
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Key Relationships

Key internal relationships	Key external relationships
Manager Child, Family & Relationship Services Senior Workers Child, Family & Relationship Services C F & R S team members Volunteer Coordinator	Family & Community Services (FaCS) staff Community health & services staff Local schools and childcare centres

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
1. Intake and on-call	1.1. Participate in an intake roster to receive referrals and assess requests for TFC services 1.2. Participate in telephone co-ordination support of male victims of domestic & family violence 1.3. Participate in an on-call roster for individuals/families in intensive family support and supported housing programs
2. Case work & co-ordination	2.1 Assess and document participant strengths and needs 2.2 Assist participants to develop goals that aim to address presenting issues 2.3 Collaboratively develop case plans that consist of goals, strategies, who is responsible and timelines 2.4 Monitor and review progress of case plans 2.5 Provide relevant information to participants and make appropriate referrals in consultation with them 2.6 Co-operate and collaborate with TFC staff and other service providers to ensure coordinated service delivery 2.7 Take on a case co-ordination role where appropriate and negotiated with the Manager Child, Family & Relationship Services
3. Course work	3.1 Participate in organisational planning processes to develop a timely course plan 3.2 Assess participants for suitability for courses and groups and provide course information as required 3.3 Provide information to participants regarding health and community services 3.4 Provide participants with information and opportunities for engagement with the broader community

Key Responsibilities	Focus Areas
	3.5 Participate in the ongoing development of program material as required
4. Community engagement	4.1 Assess the needs of vulnerable communities 4.2 Participate in joint community development planning activities 4.3 Work collaboratively with community members and community partner agencies to identify and address social issues 4.4 Participate in data collection and community feedback activities
5. Community and service provider networking	5.1 Develop and maintain a good understanding and working relationships with local health and community service providers 5.2 Attend service provider network meetings as negotiated with Manager Child, Family & Relationship Services 5.3 Co-ordinate and participate in community events, activities and TFC promotional events as negotiated with the Manager Child, Family & Relationship Services 5.4 Co-design and facilitate community engagement activities 5.5 Actively promote the program and other TFC services
6. Professional development	6.1 Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and participants 6.2 Attend regular supervision and annual review sessions 6.3 Adhere to the relevant TFC standards, policies and procedures 6.4 Attend training and development relevant to the position as approved by supervisor 6.5 Participate in approved profession development and staff meetings
7. Administration	7.1 Maintain service records including participant records and reports 7.2 Actively participate in regular program planning, development, review and evaluation processes to contribute to continuous improvement 7.3 Maintain and submit administrative (eg timesheets, office forms including financial, etc) documentation in an accurate and timely manner 7.4 Participate in organisational projects as negotiated with the Manager Child, Family & Relationship Services, and the Executive Director

Selection Criteria:

Essential

1. Tertiary qualification in social work, social sciences or related discipline
2. Significant experience in a similar position
3. Demonstrated ability to assess the needs of vulnerable and disadvantaged families and develop respectful collaborative working relationships with family members
4. Demonstrated experience working with vulnerable and disadvantaged families within a strengths-based framework and a clear understanding of child development
5. A clear understanding of the issues confronting vulnerable and disadvantaged families (including culturally & linguistically diverse, domestic & family violence, substance abuse, child abuse, mental health, parenting and relationships) and their impact on families
6. Proven experience using a case co-ordination approach when working with families
7. Demonstrated ability in developing, delivering and evaluating parenting skills programs
8. Ability to collaborate with Family Centre staff, students, volunteers and service network partners in response to identified need
9. Highly developed interpersonal, written and oral communication skills (including correspondence, policy & procedure, accurate record & case note maintenance, reports). Demonstrated experience and skill in using Microsoft Office suite, web-based applications and databases
10. Proven ability to work independently and as part of a team
11. Current driver's license and comprehensively insured vehicle
12. A willingness to undertake a criminal record check and a Working with Children check

Desirable

1. Working knowledge of Tweed Shire human services network
2. Trained and licensed to deliver early childhood parenting programs

Capabilities & Attributes

Minimum Standard National Training Framework	
1.	Diploma/ Degree in social work, social sciences or related discipline
Capabilities & Skills	
1.	<p>Community and inter-agency relations</p> <p>Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships</p> <p>Networks and stakeholders, community, partnerships and collaboration, knowledge of community & social justice</p>
2.	<p>Professionalism</p> <p>The skills associated with professional conduct, such as self-management, ethical behaviour, taking responsibility, problem-solving and initiative</p> <p>Time management, ethics, taking responsibility, problem solving, initiative and enterprise</p>

3.	<p>Communication</p> <p>All forms of communication, such as advocacy, negotiation, written and verbal communication, and interpersonal style</p> <p>Advocacy, written communication, verbal communication. Public speaking & interpersonal skills</p>
4.	<p>Leadership and teamwork</p> <p>Leadership and issues associated with working together, such as dealing with difference, conflict, shared goals and team morale</p> <p>United vision, strategic focus, team dynamics, conflict management & diversity/different styles</p>
5.	<p>Resources, assets and sustainability</p> <p>The effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability</p> <p>Revenue raising, financial management, procurement, equipment and assets & sustainability</p>
6.	<p>Service delivery</p> <p>Working with clients and members: it includes service delivery models, working with different types of clients/members, maintaining awareness of client issues and ensuring client dignity and confidentiality</p> <p>Reflective practice, knowledge of participant issues, participant outcomes, diversity, participant confidentiality and dignity</p>
7.	<p>Program management and policy development</p> <p>The management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p> <p>Policy development and implementation, program development, achieving results, contract management, complaints handling & continuous improvement</p>
8.	<p>Change and responsiveness</p> <p>Change management, and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovative work practices</p> <p>Change management, multi-skilling, creativity & innovation, technology and learning & development</p>
9.	<p>Governance and compliance</p> <p>Systems and processes to implement the strategic plan and the management of quality, risk, OHS and legislative compliance</p> <p>Strategy, quality, risk management, WHS & legislation and compliance</p>
Attributes	
1.	<p>Determined</p> <p>Researches options and sets a clear path</p> <p>Deals with obstacles and impediments</p>

	Has clear goals
2.	Self-disciplined Manages own time to achieve key outcomes Avoids distraction and diversions
3.	Analytical Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building toward improvements
4.	Adaptable Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important Takes advantage of new and emerging opportunities
5.	Resilient Recovers from setbacks Overcomes obstacles and impediments Learns from experience and identifies areas for self-development
6.	Inclusive Respects difference in all its forms Adapts language to aid communication Values diversity as a strength
Compliance	
1.	Understands and complies with company policies and procedures
2.	Compliance with Working with Children Check and National Police Check Procedure. Notifying your supervisor of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check
3.	Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with supervisor
4.	Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, past or vicarious trauma that arises and may impact on your ability to perform in your role
5.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures
7.	Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Daily
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Work at a computer or be in meetings for extended periods	Daily
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regularly
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional
Manual Handling	Lift and carry items up to 15 kgs	Occasional