



CHILD, FAMILY AND RELATIONSHIPS WORKER

Position Title	Child, Family and Relationship Worker
Reports to	Child, Family and Relationship Services Manager
Business Unit	Child, Family and Relationship Services
Award & classification	SCHCADS Level 4
Capability framework	Level 2
Appointment status	Fixed Contract to June 2024
Probationary period	6 Months
Hours	Up to 35 hours per week (28-35 hours per week)
Base location	Tweed Heads

Organisational Overview

We are a progressive, community-owned, social purpose organisation, driven by our values and focused on outcomes. We create opportunities for children, young people and families and increase social value in our community. We work in genuine partnership with community members and groups, non-government organisations, government agencies and businesses, to make a difference. Our work leads to progressive, measurable and sustainable social change.

We focus on building individual and community capability to develop solutions to social problems. We believe everyone has the ability to make a positive contribution to their community.

Our Values and Practice Principles

[Our Values and Practice Principles](#) our integral to the way we work.

Role Description

The Child, Family and Relationship Worker contributes to and delivers services across a range of programs designed to enhance parenting skills, improve relationships, increase safety and wellbeing and build personal effectiveness. This includes providing a telephone/online support service to male victims of Domestic and Family Violence.

Key Responsibilities

1. Intake and on-call

- Participate in an intake roster to receive referrals and assess requests for TFC services
- Participate in an on-call roster for individuals/families in intensive family support and supported housing programs

2. Case management & co-ordination

- Assess and document participant strengths and needs and assist participants to develop goals that aim to address presenting issues
- Collaboratively develop, monitor and review goal plans with participants
- Provide relevant information to participants & make appropriate referrals in consultation with them
- Co-operate and collaborate with TFC staff & other service providers to ensure coordinated service delivery

3. Course work

- Deliver parenting skills and/or relationship education programs
- Participate in organisational planning processes to develop a term course plan
- Assess participants for suitability for courses and provide course information as required
- Provide participants with information and opportunities for engagement with the broader community
- Participate in the ongoing development of course programs

4. Community engagement

- Assess the needs of vulnerable communities and participate in joint community development planning activities
- Work collaboratively with community members and community partner agencies to identify and address social issues
- Participate in data collection and community feedback activities

5. Community and service provider networking

- Develop and maintain a good understanding and working relationships with local health and community service providers
- Attend service provider network meetings as negotiated with the manager
- Co-ordinate and participate in community events, activities and TFC promotional events as negotiated the manager
- Co-design and facilitate community engagement activities
- Actively promote TFC programs and services

6. General

- Maintain service records including participant records and reports
- Model and promote professional work practices, in relation to the health, safety and wellbeing of colleagues and participants
- Attend regular supervision, annual reviews, relevant training and professional development
- Maintain and submit administrative documentation in an accurate and timely manner

Capabilities

For specific capabilities relating this position please refer to the [Capability Framework](#)

Our Culture

The Family Centre [Cultural Elements](#) describe the qualities expected of all our people regardless of level or role.

Inherent Requirements of Work Activities/Environment

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

Key Activity	Frequency
Work Environment <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities • Work in a team environment in an open plan office • Be exposed to complex situations • Be exposed to all outdoor weather conditions • Work office hours with the possibility of extended hours • Work at a computer or be in meetings for extended periods • Come into contact with people who display challenging behaviours 	Daily Daily Daily Occasional Occasional Daily Regularly
Administrative Tasks <ul style="list-style-type: none"> • Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time • Use technology including computer, photocopier, telephones (including mobiles), digital projectors and monitors and other emerging technologies 	Daily Daily
Transport <ul style="list-style-type: none"> • Drive vehicles possibly over long distances and in all traffic and weather conditions • Use public transport including trains, buses, trams and taxis 	Regularly Occasional
Manual Handling <ul style="list-style-type: none"> • Lift and carry items up to 15 kgs 	Occasional

