

Position Description



Job Title	FAMILY SUPPORT WORKER
Location	Bendigo
Department	Family Support Team
Reporting To	Direct: Family Support Team Deputy Manager - Regional Indirect: Supervisor
Main Purpose of Position	<ul style="list-style-type: none"> • Providing high quality psychosocial support to families registered with Very Special Kids using a variety of interventions relevant to working with children with life threatening conditions and bereavement support • Program co-ordination and group work activities • Working effectively as part of a skilled, creative, professional and compassionate team • Training and supervising volunteers • Sole practitioner based in Bendigo and covering surrounding areas
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Supervisor • Family Support Team Manager • Deputy Family Support Team Managers – Metro & Regional • Hospice Manager • Volunteer co-ordinator • Family Support Team and Hospice Staff <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids families • Very Special Kids volunteers • Hospitals and allied health providers • Community agencies

KEY SELECTION CRITERIA	
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in social work, psychology, family therapy or equivalent
Experience Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrated ability to work with children and families with issues of illness, disability support, grief and loss or in the health care field • Demonstrated ability to provide therapeutic intervention including formal

	<p>counselling and emotional support to one or more family members</p> <ul style="list-style-type: none"> • Demonstrated understanding and application counselling theoretical frameworks • Demonstrated ability to undertake psychosocial assessment and develop, implement and review level of support required to meet the changing needs of families • Proven experience in building community relationships and presentation skills • Demonstrated capacity and experience in working collaboratively with other stakeholders and systems including making appropriate referrals to external agencies • Demonstrated ability in co-ordinate, facilitate and evaluate group programs offered to Very Special Kids' parents, siblings and families • Ability to work in collaboration with colleagues within a multi-disciplinary team, as well as with the broader Very Special Kids community • Excellent communication and interpersonal skills including written and oral skills • Demonstrated presentation /public speaking skills • Strong computer word processing and administration skills with capacity to troubleshoot software and hardware issues as required
Values and Attributes	<ul style="list-style-type: none"> • Commitment to child-safe work practices and working in a child-safe environment • Commitment to the provision of family centred care • Commitment to the purpose, values and philosophy of Very Special Kids • Ability to reflect on own work practice, undertake professional development and self-care • Commitment to quality improvement and ongoing evaluation • Commitment to contributing to a harmonious work environment

KEY AREAS OF RESPONSIBILITY	
Organisation	Key Performance Indicators
Communicating effectively to build positive and harmonious working relationships within the organisation	<ul style="list-style-type: none"> • Open and positive relationships with other staff • Regular formal and informal communication across all teams • Demonstrated commitment to team work, working within a multi-disciplinary team • Engage in quality improvement through involvement in FST related committees
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation	<ul style="list-style-type: none"> • Maintain and build the reputation of the organisation
Community	Key Performance Indicators
Network with appropriate external or referral bodies and represent Very Special Kids within the community, including public presentations as required	<ul style="list-style-type: none"> • Very Special Kids profile is maintained and expanded in a positive manner • Appropriate referrals are effected • Membership of relevant community groups • Public presentations are professionally delivered
Family	Key Performance Indicators
Maintain a caseload of families to whom counselling and support is provided for both bereaved and non-bereaved families	<ul style="list-style-type: none"> • Support is provided in accordance with Very Special Kids policies and procedures • Individual family plans & ongoing assessment processes are adhered to • Provide End of Life support when required • Annual reviews are effected

Co-ordinate and attend group work programs, family activities and events as required	<ul style="list-style-type: none"> • Events will be offered to families in accordance with Very Special Kids policies and procedures • Group programs will be created, facilitated and evaluated to address presenting needs in the region
Maintain accurate budget reports	<ul style="list-style-type: none"> • Program planning, budget reports and evaluations provided with relevant statistics in accordance with agreed time frames
Maintain administrative systems for families ensuring up to date case notes and statistics are recorded on computer data system	<ul style="list-style-type: none"> • Reports, assessments and program planning provided with relevant statistics in accordance with agreed time frames • Documentation of all contacts together with comprehensive note taking in accordance with professional guidelines
Ensure maintenance of confidential records of families	<ul style="list-style-type: none"> • All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies
Co-ordinate complaints and grievances related to families in line with approved policy	<ul style="list-style-type: none"> • All complaints and grievances dealt with in accordance with approved organisational policies
Volunteers	Key Performance Indicators
Train, link and supervise volunteers	<ul style="list-style-type: none"> • Support and supervision is provided in accordance with Very Special Kids policies and procedures • Annual reviews are effected
Participate in and co-ordinate volunteer activities and events as required	<ul style="list-style-type: none"> • Successful implementation of volunteer support programs • Attendance at Volunteer Appreciation and other appropriate events
Ensure maintenance of confidential volunteers records	<ul style="list-style-type: none"> • All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies
Co-ordinate complaints and grievances related to volunteers	<ul style="list-style-type: none"> • All complaints and grievances dealt with in accordance with approved policies
Patient Safety and Quality	Key Performance Indicators
Be familiar with the patient safety and quality requirements of the National Safety and Quality and Health Service Standards as they apply to Very Special Kids. These requirements are to be included as agenda items in relevant meetings and you must fulfil all necessary planning and training obligations as appropriate to your role, or those of any direct reports.	<ul style="list-style-type: none"> • Participation in patient safety and quality improvement activities. • 100% completion of mandated training.
OHS	Key Performance Indicators
Comply with OHS policies and procedures including safe operating procedures, wearing any personal protective equipment indicated, use other safety &	<ul style="list-style-type: none"> • 100% attendance/completion of OHS mandated training.

<p>emergency equipment provided as directed, assist with the preparation of risk assessments as requested, report any hazards, near misses, incidents or injuries sustained in the workplace to your Manager as soon as possible. In addition attend mandated OHS training as required and keep your immediate workplace clean, tidy and free of trip hazards.</p>	
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CONDITIONS OF SERVICE

Hours	Part time – 3 days per week i.e. 45 hours a fortnight. Position may require out of hours work.
Other	Current driver’s licence required
Salary Package	Pursuant to relevant EBA, plus superannuation and salary packaging
Tenure	Part Time permanent position including six months probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

APPROVALS

Created by:	Rachel Fcinus
Approved by:	Rachel Fcinus
Date of Last Update	15/10/2019