



# Position Description



## Position Details

Position Title:	Child and Family Support Worker
Reports To:	Team Leader
Agreement:	Community and Residential Services Enterprise Agreement, Level 4
Group:	Children, Youth and Families
Team:	Communities
Approval Date:	7 November 2016

## Organisation Overview

Churches of Christ in Queensland has been an active part of the community for more than 130 years. We have a significant presence in Queensland, Victoria and Vanuatu with over 200 services in more than 100 communities. Thanks to the support of over 3,500 staff and 1,300 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit [cofc.com.au](http://cofc.com.au) to learn more about us.

## Position Overview

The Child and Family Support Worker is responsible for engaging with families referred to Churches of Christ Care Prevention and Early Intervention services within the Communities team.

The Child and Family Support Worker contributes as an integral member of the Children, Youth and Families group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ in Queensland.

## Position Responsibilities

1. Undertake initial screening and intake processes, including conducting risk and needs assessments, provision of information, advice and referrals to universal and other community supports.
2. Build rapport and effectively engage families in a positive and friendly manner, including the use of assertive outreach strategies to engage families in a strengths based approach.
3. Utilise a range of assessment, crisis intervention, short term intervention skills and therapeutic approaches to provide both therapeutic and practical support services to families and individuals, based on the assessed priority of need and as outlined in the single case plan.
4. Provide and/or organise training and education programs that will develop skills of the participants to improve areas of need.
5. Provide direct in-home support services to families, including the provision of after-hours and 'on-call' services on a rotational basis or as required
6. Work collaboratively with the Local Level Alliance and other key stakeholders such as family members, counsellors, school/teachers, police, health professionals, community support services through negotiation of an intervention plan to meet the individual needs of the child, young person and their family.
7. Work sensitively with Aboriginal and Torres Strait Islander staff, children, young people, families and communities to provide culturally inclusive services and achieve sustainable outcomes within a culturally safe environment; assist to reduce the over-representation of Aboriginal and Torres Strait Islander children in care; work collaboratively with communities to keep children and families safe and connected to culture.



8. Perform position responsibilities in accordance with the Sanctuary Model of Care framework.

## Organisational Accountabilities

### General

1. Actively participate as a team member while supporting the achievement of organisational strategies.
2. Provide a high standard of customer service to all stakeholders and participate in continuous improvement processes for service delivery.
3. Advance Churches of Christ in Queensland's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
4. Actively commit to and perform work in accordance with quality standards and continuous improvement; identify and communicate improvement opportunities.
5. Adhere to the organisation's policies and procedures; comply with all legislation and regulations affecting the position; adhere to the code of ethics and scope of practice that apply to the profession; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
6. Comply with the requirements of applicable service level agreements, and provide information for reports as required; support actions to ensure financial targets are met and, where appropriate, contribute to acquittal and funding agreement requirements and implement corrective action as directed.
7. Support leadership by participating in professional development, performance appraisal processes and feedback.

### Mission Focus

8. Forward the mission and model the values of Churches of Christ in Queensland in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

---

## Key Selection Criteria

### SC1: Qualifications and Knowledge

- Essential:
- Qualification in child and family welfare, social work, psychology, social sciences or a related discipline.
  - Current driver's licence.
- Desirable:
- A good understanding of child development and trauma theory, to inform assessment and decision making.

### SC2: Experience

- Essential:
- Demonstrated knowledge of and experience working with children and families exhibiting complex and multiple support needs.
  - Demonstrated ability to engage effectively and sensitively with Aboriginal and Torres Strait Islander people, together with a sound knowledge and understanding of both culture and societies and the issues which impact upon them in contemporary society.

### SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

### SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.
- Possess Licensed Care Service (Child Protection) – or the ability to acquire.



### SC5: General

1. Well developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
2. Demonstrated ability to deliver quality services underpinned by continuous improvement to meet the needs of stakeholders.
3. Demonstrated ability to handle the challenges that occur in an organisation driven by change and innovation.
4. Well developed problem solving, decision making and negotiation skills.
5. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
6. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.