

## POSITION DESCRIPTION- Family Support Worker

CALM is a for purpose organisation providing programs, services, and an effective voice to empower children, families, and young people to flourish within their community. As a CALM staff member, you will uphold our values of respect, ethical behaviour, professionalism, and social justice at all times.

CALM Family and Youth Support Workers are experienced to deliver advice, case management support, parenting skills, group work and early intervention services that enhance family functioning, strengthen relationships, improve the wellbeing of children and young people and increase participation in community life. Evidenced based services are comprehensive, responsive, and delivered in a professional, timely manner.

**POSITION REPORTS TO:** Manager; People & Purpose

**HOURS:** 20 hours per week (days and times flexible)

**CLASSIFICATION:** Social, Community, Home Care and Disability Services Award grade 4/ 5

**KEY DUTIES AND RESPONSIBILITIES:** Duties include, but are not limited to;

### ***Advice & Referral***

- Provide comprehensive information and advice to families, children, and young people
- Provide information and support to enable access to local and appropriate services
- Provide an entry and referral point for other services
- Maintain professional networks and interagency connections to ensure you are kept up to date with local services and programs available

### ***Case Management***

- Actively participate in Team Intake and suitability assessments
- Provision of case management including assessment, planning and review to children, young people, and their families
- Establish and maintain rapport with children, young people and families using professional judgement and boundaries.
- Work respectfully with children, young people, and families from culturally diverse backgrounds.
- Identify, respond, and report child protection concerns to Department of Communities and Justice (DCJ), where required and in line with CALM's policies and procedures.
- Make appropriate referrals to other agencies and link families and young people with local support networks and services, advocating on their behalf as appropriate.
- Increase awareness in the community about issues that arise for vulnerable children, young people, and families, such as building child and family resilience, child safety in the home, child and youth friendly communities and child development in a service context
- Deliver evidence-based parenting programs
- Build on and assist caregivers to improve living skills and routines within the family including home management, behaviour management and communication between family members.

### ***Group work***

- Delivery of evidence-based parenting programs as facilitator or co-facilitator of small group sessions for children, young people, parents, and caregivers
- Provide practical skills in a group situation e.g. cooking, household management, money skills.

- Facilitate self-help/peer support groups for parents experiencing issues, for example, post-natal depression, domestic and family violence or mental health

#### **Data Collection**

- Ensure all program evaluation activities are undertaken, statistical information, client files, records, case notes and required program documentation is kept up to date in accordance with program guidelines, policies and procedures and as directed by Manager

#### **GENERAL RESPONSIBILITIES OF ALL STAFF:**

- Engage with employment platform to ensure personal records and timesheets are up to date
- Comply with organisational policy and procedures
- Comply with WH&S legislation as outlined in policies and procedures
- Participate in all WH&S training and use equipment safely
- Follow Risk Management principles of hazard identification and reporting
- Participate constructively in staff meetings and professional development
- Take responsibility for ongoing personal and professional development
- Participate openly during support and supervision
- Other task within the scope of the role as directed by the Manager, People & Purpose

#### **KEY CHARACTERISTICS;** To be successful in this role you will

- Have a strong commitment to teamwork, be organised and timely
- Have a professional, non-judgemental approach, respecting the unique qualities of each client, particularly vulnerable families, and Indigenous communities
- Respond in a solution focused manner when faced with complex situations or change
- Capacity to adopt and incorporate effective self-care strategies in work that can be challenging and stressful
- Have a high-level self-awareness, understand your own strengths and areas for further development, actively seek feedback and maintain objectivity in face of constructive feedback
- Show initiative, take responsibility, and respond to instruction with a positive and committed attitude

#### **QUALIFICATIONS AND SKILLS REQUIRED**

- Degree level qualifications in Social Work, Social Science, Psychology or Equivalent
- Experience providing direct support to families, children and young people working within a Strengths Based Resilience Framework
- Experience in Targeted Early Intervention (TEI) case management and family support with a focus on child and family safe outcomes
- Thorough understanding of theoretical frameworks relating to child protection, child development and early intervention.
- Willingness to share professional expertise and learning for positive outcomes of best practice within the team.
- Understanding and commitment to work respectfully, effectively, and creatively with children and families from diverse cultural backgrounds, including use of interpreters and joint work with Culturally and Linguistically Diverse and Aboriginal specific services where necessary.
- Excellent oral and written communication skills.
- Current unrestricted NSW driver's licence with good driving record.



- Training in evidence-based facilitation of early intervention programs such as Triple P, Seasons for Growth, 1 2 3 Magic and Emotion Coaching, Circles of Security or similar

**CALM OFFERS:**

- Support and supervision
- Commitment to professional development- internal and external
- Access to Employee Assistance Program (EAP)
- Generous Salary Packaging
- Flexible work environment
- Access to company vehicles during work hours
- Committed and professional team to work with

**CONDITIONS OF EMPLOYMENT:**

- Terms and conditions of employment will be based on the Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010
- Employment is subject to a 3month probationary period
- Employment is subject to a Cleared Working with Children Check
- Employment is subject to ongoing funding
- CALM programs and services are subject to a close down of operations annually between Christmas and New Year. Employees are required to use accrued annual leave during this period. An employee without sufficient accrued annual leave may take leave without pay.
- Time in lieu can only be accrued with the permission of the Manager and must be used within four weeks of being accrued.
- Return of Property. On termination, you are to return to the organisation all property of the organisation under your control or in your possession.
- Confidentiality. You will not either during the employment or at any time thereafter, except in the proper course of your duties under the employment or as required by law, or by the Employer, use or disclose any confidential information and will use your best endeavours to prevent the unauthorised use or disclosure of any such information by third parties.

**CEO Name:** \_\_\_\_\_ **CEO Signature & date:** \_\_\_\_\_

**Employee's Name:** \_\_\_\_\_ **Employee's Signature &date:** \_\_\_\_\_