

POSITION DESCRIPTION

Position Title	Early Childhood Family Services Liaison Officer
Business Unit:	Health Research Institute, Faculty of Health
Appointment Level:	UC Level 6
	Full-time. Fixed Term for 3 years
Reporting To:	Director, UC-Health Research Institute (HRI)

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital. UC works with government, business and industry to serve our communities and nation. UC challenges the status quo always pursuing better ways to teach, learn, research and add value – locally and internationally. Distinctive by Design, UC is the University for the Professions.

Its purpose is to provide education which offers high quality transformative experiences to everyone suitably qualified; to engage in research which makes an early and important difference to the world around us; and to contribute to the building of just, prosperous, healthy and sustainable communities.

Our Shared Plan has five interconnected streams of strategic intent that will drive our quest to shape UC into a globally prominent institution of learning, research and public engagement. This will empower our diverse people to drive our core missions of distinctive teaching and research in an enriched living-learning environment encompassing our Canberra campus and global locations.

RESEARCH PROJECT

Our study will assess whether a multi-sector, multi-component programme of interventions improves the health and wellbeing of children who are developmentally vulnerable living in selected suburbs in North Canberra. We will evaluate whether this approach helps reduce the proportion of children who are developmentally vulnerable in one or more of the AEDC domains in the intervention suburbs compared to the control suburbs. Other secondary objectives are to evaluate whether this service approach results in significant improvements in attendance rates at pre-school/Early Childhood Education, enhanced parent/family-child relationships and better integration and access to services at the right time, right place and for the right children. Findings from the study will help inform practice and policy, leading to benefits for young children 0-5 years of age living in the Australian Capital Territory.

POSITION PURPOSE

We are seeking an **Early Childhood Family Support Liaison Officer** to join our research team in the Health Research Institute. This is a grant-funded position (funded by the Medical Research Future Fund) responsible for providing liaison, consultation and some case management services to families and children (ages 0-5) at specified childcare facilities and services in North Canberra. Duties and responsibilities include, but are not limited to, conducting face-to-face sessions with families to help identify and meet family and/or child-specific needs; in turn, improving outcomes related to childhood development, improved parent-child relationships, capacities and school readiness, organising community building activities and opportunities for parents and children.

The position requires regular local travel within Northern Belconnen, Canberra along with direct contact and consultations with clients, service providers and key stakeholders to help ensure maximum utilization and integration of resources, access to services and support for families with young children.

PRIMARY RESPONSIBILITIES

- Liaise with families/parents to appropriately identify family and/or child specific needs.
- Based upon identified needs, make appropriate connections for additional assessments, referral to services and support. As appropriate, link families with existing local community support services.
- Foster positive relationships and networks between family members, partners, community members, and the education system.
- Assist with community outreach services by actively seeking out and working with community programmes, agencies, businesses, and individuals that will contribute to meeting the needs of local families with children ages 0-5.
- Participate in various research, committee meetings and community events/forums.
- Work closely with the research project team.

Candidate must have relevant qualifications in community development or related experience with an excellent understanding of child development and previous experience working with families and children and service coordination. In addition will require a WWC, current police check, current drivers licence and own transport.

KEY CAPABILITIES

	Descriptors
1. Customer service	1.1 Help build strong relationships with children/families and facilitate access to appropriate support services. 1.2 Understands customer's needs and create opportunities that help engage with children/families.
2. Effective Communication	2.1 High level communication and relationship-building skills. 2.2 Listens to others and effectively communicates ideas.

	2.3 Influences and negotiates persuasively.
3. Collaboration	<p>3.1 Able to work collaboratively across different services and with community organisations and NGOs.</p> <p>3.2 Able to work effectively both as a team member and independently in time management and priority setting.</p>
4. Delivers results	<p>4.1 Delivers on agreed outcomes and escalates issues as appropriate.</p> <p>4.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes.</p> <p>4.3 Responds effectively to changing circumstances and prioritises effectively.</p>
5. Leadership	<p>5.1 Proactively addresses challenging issues and takes responsibility for seeing issues through. Assist team members recognise barriers and overcome them.</p> <p>5.2 Champions and role models effective change while working to engage and enthuse others to embrace a vision of change.</p>

Note: This position requires a skill level that assumes knowledge or training equivalent to graduate qualifications, or extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.