



Position Description

Family and Community Worker

Community and Family Care
May 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Family and Community Worker

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- Brighter Futures
- Family Centres
- Targeted Earlier Intervention
- Multicultural Programs
- Worksmart
- Youth Health
- Young Healthy Minds
- Youth Hope
- Homes for Heroes
- Financial and Gambling Services
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Getting it Together
- Assistance with Care and Housing
- ParentsNext
- Executive Management team



3. Overview of role

Wesley Mission's Family and Community Workers are funded by the Department of Communities and Justice under the Targeted Earlier Intervention program. Family and Community Workers will provide a universal, early intervention service providing early engagement activities through to a quality case work model. All programs will be underpinned by evidence informed principles and work with the Targeted Earlier Intervention framework.

Targeted Earlier Intervention Program

Vulnerable children have the best chance of leading a full and happy life if they live within families who give them life-long, stable, loving relationships, and if they belong to communities which cherish them¹¹.

The vision for the TEI program is that:

- Families, children and young people's needs are met early to prevent the escalation of need
- Families are able to access support earlier in the lives of their children and young people, and are empowered to live independent, meaningful lives
- Risk factors that lead to child abuse, neglect, and domestic and family violence are addressed early
- Aboriginal children, young people, families and communities have access to timely, effective, accessible and culturally safe support and services.

With a focus on earlier intervention, the TEI program provides targeted services at the point where they can have the most impact - early in life and early in need. By encouraging community based solutions, alongside tailored formal supports, TEI services can ultimately prevent children and young people from entering the statutory child protection system.

The TEI Program can achieve this by:

- Actively engaging with vulnerable children, families and communities, and working with them to provide the services they need, which may involve coordinating service provision across the sector
- Helping communities to support and protect their members, through building stronger social connections and support networks
- Recognising the importance of culture in nurturing a sense of safety for Aboriginal children and young people in their family and broader communities
- Supporting parents to meet the emotional, physical and material needs of their children, through warm and nurturing interactions and encouragement
- Assisting children to have the strongest possible start to life, to reach age appropriate milestones and reach their potential
- Assisting young people to stay connected

This position works in accordance with SCHADS 5 (attachment A)

4. Relationships

Reports to: Team Leader, Child and Family Services Western Sydney



5. Major role responsibilities

5.1 Our clients

- Work within TEI guidelines and practice principles
 - Be child, young person and family centred and build capacity for change
 - Use a strengths based approach to planning and implementation
 - Use a child wellbeing lens for holistic action
 - Build social capital within communities
 - Employ a life course approach, using natural development phases and transition points as 'triggers' for service delivery (becoming pregnant, first 1,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school, and so on)
 - Provide outcomes based services, utilising common screening, monitoring and assessment processes
 - Recognise the impact of trauma and develop and implement trauma informed policies and practices
 - Be flexible and reflect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage
- Work within evidence informed practice to provide services to the target group for the Targeted Earlier Intervention Program - vulnerable children, young people, families and their communities, within NSW.

Within this broad target group, the TEI Program has three priority groups:

- 0-3 years olds
 - Younger parents (at least one parent is under 20 years)
 - Aboriginal children, young people, families and communities in NSW
- Provide assessment, supported referrals and information as foundational activities, provided in an effective and timely manner, including common assessments, supported referrals to other service providers, and information such as brochures, websites and other resources.
 - Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system. This includes participating and engaging in local interagency groups or TEI governance committees
 - Ensure Aboriginal, CALD and disability accessibility and capability - these activities and capabilities will proactively enable individuals and families to access services and determine the way their support is provided
 - Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately
 - Work within the NSW Principles guiding the protection of children impacted by domestic and family violence
 - Promote Wesley Mission's principle of joined up thinking and practice

5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence that domestic violence and child protection screening is common practice
- evidence of priority target group accessing services and given priority access
- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission



5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures

5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
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- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- number of local network/interagency meetings attended
- achieved working knowledge of:
 - funding specifications and guidelines



- Wesley Mission employee handbook
- relevant policy and procedures

5.4 Our financials

- commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service
- proactively seek new funding opportunities

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend
- Current funding maintained

6. Professional responsibilities

- other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality



7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

Essential criteria

- relevant tertiary qualification in social work, community welfare or related field
- knowledge and experience of case management practice from a strengths based/solution focussed perspective
- demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and resolve conflict
- extensive child protection knowledge and experience
- high level written and verbal communication skills, with experience developing case summaries and completing child protection reports
- high level ability to liaise, develop and maintain relationships with professional groups including government and non-government stakeholders
- ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- commitment to continuous improvement and WH&S Principles
- willingness to affirm Wesley Mission's vision, mission and values and attend Wesley Mission events
- flexibility to work some evenings and occasional Saturdays
- current NSW or National driver's license and working with children's check

Desirable criteria

- working knowledge of the local child and family support sector



Attachment A

Social and community services employee level 5

Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and
- may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- undertake a minor phase of a broader or more complex professional assignment;
- assist with the preparation of or prepare organisation or program budgets in liaison with management;
- set priorities and monitor work flow in the areas of responsibility;
- provide expert advice to employees classified at lower levels and/or volunteers;
- exercise judgment and initiative where procedures are not clearly defined;
- understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;



- operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - exercise professional judgment within prescribed areas;
 - carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
 - provide reports on progress of program activities including recommendations;
 - exercise a high level of interpersonal skills in dealing with the public and other organisations;
 - plan, develop and operate a community service organisation of a moderately complex nature.

Requirements of the position

Some or all of the following are needed to perform work at this level:

Skills, knowledge, experience, qualifications and/or training

- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience;
- knowledge of the role of the organisation, its structure and services.

Prerequisites

- relevant degree with relevant experience;
- associate diploma with substantial experience;
- qualifications in more than one discipline;
- less formal qualifications with specialised skills sufficient to perform at this level; or
- attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Organisational relationships

- work under general direction;
- supervise other employees and/or volunteers.

Extent of authority

- exercise a degree of autonomy;
- control projects and/or programs;
- set outcomes for lower classified staff;
- establish priorities and monitor work flow in areas of responsibility;
- solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.