

POSITION DESCRIPTION

Title	Family Support Worker
Award / Classification	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) 2010 – level to be determined based on experience
Location	Broadmeadows office and outreach sites
Reports to	Team Leader
Direct reports	Nil
Contract term/type	1-year fixed term (with opportunity to extend, subject to funding)
Hours of Employment	Full-time (weekend / evening work required on occasion)

The Role

Arabic Welfare (AW) provides a culturally responsive approach to supporting individuals and families from diverse Arabic speaking countries. This position is responsible for providing both short-term and in-depth case work for newly arrived migrants and refugee families. The position also requires provision of specialist family violence case management and high-level knowledge of child safety measures and delivery of evidence-based programs across prevention and management of care.

About Arabic Welfare

Established in 1984, Arabic Welfare provides services to individuals and families from diverse Arabic speaking countries. We support our clients to realise their aspirations toward full participation in Australian life and we work closely with service providers to achieve this goal. Arabic Welfare staff are bilingual and bicultural, and our team includes qualified and experienced social workers, counsellors, youth and community development workers and Registered Migration Agents.

For more information: www.arabicwelfare.org.au

Our Values

Voice	Listen to our community and be their voice.
Respect	Treat all individuals with dignity and respect.
Quality	Strive for excellence in everything we do and always look for how we can improve.
Connect	Connect our community to services they need.
Inspire	Inspire our community to achieve their goals and dreams.
Accountability	Be accountable to our community, collaborators, and partners.

Responsibilities

Case Management / Counselling:

- > Perform initial assessment of the client's needs, concerns, and barriers to services.
- > Conduct individual counselling and family support through relevant therapeutic approaches.
- > Maintain ongoing client support to help address identified issues and achievement of set goals.
- > Facilitate referrals and links to relevant services to support children and families experiencing vulnerability (including family violence services, mental health, housing, disability, financial counselling, or counselling services).
- > Foster collaborative relationships with community service organisations, government, hospitals, specialist programs and other professionals and key stakeholders regarding the support needs for women and children.
- > Participate in family meetings when required to support the needs of vulnerable children and families.

Project implementation and reporting

- > Contribute to funding reports as required by Arabic Welfare.
- > Ensure the successful completion of work plan requirements and maintain accurate records of program delivery.
- > Maintain accurate and up to date client management and statistical records.
- > Participate in regular supervision and team meetings.
- > Proactively contribute to program developments and improvements.
- > Adhere to all legislation relevant to working with children and families.
- > Contribute positively to the organisation's culture through developing and maintaining collaborative relationships with colleagues.

Knowledge, skills and experience

- > Experience in therapeutic interventions and children/family with multiple and complex needs.
- > Significant experience in case management relevant to migrant and refugee women, their families, and communities.
- > Demonstrated working knowledge of specialist women's / settlement / family violence services.
- > Demonstrated ability to work in collaboration with other disciplines to support positive client outcomes.
- > Well-developed communication skills, including written and verbal presentation skills.
- > Demonstrated ability to work as part of a team as well as independently.
- > Ability to work independently at an offsite location, whilst maintaining adequate levels of communication.
- > Bilingual – Fluent in both Arabic and English.

Qualifications

A tertiary qualification in Social Work or Community Services / related qualification.

Other

Hold a current driver's license

Have own vehicle

Employment Safety Screening Requirements

All competitive applicants will be required to undergo employment safety screening, including: Establishing identity, National Criminal History, Working with Children and Reference checks.