Position Description

Education Specialist

Wesley Dalmar – Family Preservation Program
May 2021

Agreement

Signed–Manager	Signed–Employee
Date	Date

Education Specialist
Wesley Dalmar – Family preservation

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 servanthood, 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 Wesley Dalmar – Family preservation

Wesley Dalmar is an Out of Home care service accredited by the Office of Children's Guardian (OCG) and regulated by the OCG standards. Permanency is a key driver in our work, as we seek to ensure that all children we care for are in the best placement to meet their needs and optimise their potential. Our work is underpinned by the legislated hierarchy of the Permanency Placement Principals.

Family preservation aims to support children and families by engaging with parents in their own homes using a family centred practice philosophy which is based on genuine collaboration and encouraging all family members to be active agents in their own lives, utilising their strengths to create a safe home environment with the aim of preventing a child's unnecessary entry into Out of Home Care.

3 Overview of role

The Education Specialist will work with children and birth parents in their own homes to provide targeted support to address parental literacy and numeracy issues, identify academic skills gaps, education and support to navigate NDIS supports within the school environment, developmental delays for children and to address issues around school disengagement.

4 Relationships

Reports to: Program Manager

5 Major role responsibilities

5.1 Our clients

- Work within Family Preservation Guidelines and practice principles
    i. Be child, young person and family centred and build capacity for change
    ii. Use a strengths based approach to planning and implementation

iii. Use a child wellbeing lens for holistic action
iv. Build social connection within communities
v. Recognise the impact of trauma and develop and implement trauma informed policies and practices
vi. Be flexible and respect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage
vii. Work alongside family members in an ongoing process for child and young person focused case planning to meet goals identified in the family plan.
viii. Provide outcomes based services, utilising common screening, monitoring and assessment processes

- support and encourage children and young people throughout their schooling to be active participants in their own learning and achieve academic success that reflects the child's or young person's potential.
- In consultation with the Program Manager, provide individual education support for the case management of children and young people.
- support the child or young person to meet the education goals identified in his/her Family action plan
- work with an allocated caseload of children and young people providing them with direct education support through implementing, monitoring and reviewing education intervention processes.
- provide 1 on 1 support to children and young people needing additional support
- establish close relationships with families to best support children and young people on their caseload.
- advocate for all children and young people in the Family Preservation program when necessary to ensure education needs are met.
- attend all initial school meetings with children and parents, where required.
- be a strong ambassador for the Wesley Dalmar team.

5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence that child safety, domestic violence and child protection screening is common practice
- evidence of quality partnerships and increased cross referrals within Wesley Mission and other stakeholders

5.2 Our people (our team)

- Complete Wesley Mission induction and orientation program and mandatory training
- Attend and participate in regular supervision, 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
- Work collaboratively with other team members and be willing to co-operate with both government and non-government agencies in the best interest of the child/young person
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand
- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with the 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
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- Attend and participate in annual Employee Contribution & Development process
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager 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 record to scheduled meetings
- Contribution to team

5.3 Our operations

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Conduct comprehensive assessments, develop professional reports and education intervention plans
- Liaise with NDIS service providers and families to support effective service provision within the education space
- Manage all aspects of assigned caseload in consultation with the Program Manager
- Review education referrals and contribute to possible interventions
- Develop and source resources which will assist in the provision of education support needs
- Attend all relevant case reviews
- Attend all initial school meetings with children, young people and parents where required.
- Maintain an understanding of the principles of child protection and work collaboratively with other government and non-government agencies to ensure the protection of all children and young people.
- Contribute to program performance monitoring through both internal and external reporting systems leading to measurable accountability as required by Department of Communities and Justice (DCJ)
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, to build effective relationship and 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

- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies

5.3.1 Performance Measures

- Service delivery is within 90% of contracted target at any one point in time
- regular reporting requirements are met
- 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

- Wesley resources are maintained and serviced as required
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

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

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Dalmar 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 skills/knowledge

- Tertiary qualification(s) in Education or related fields and or a minimum 2 years working in the child protection industry with other relevant qualifications.
- Experience in completing child focused assessment, such as family strengths and needs assessments that involve the identification and analysis of safety and wellbeing concerns for children and young people
- Demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and resolve conflict
- Demonstrated knowledge and experience in working with children and young people and their families experiencing domestic and family violence; neglect; parental and child/young person drug and alcohol misuse; parenting skills; child/young person behaviour management, learning difficulties, parental and child/young person mental health and social isolation.
- 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 Community Services and other government and non-government stakeholders
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) families, organisations and communities
- Flexibility to work outside of normal business hours including some evenings and occasional Saturdays
- Current NSW or National drivers licence.

Desirable skills/knowledge

- Working knowledge of the Youth and Family Support sector in the Northern region
- Experience in using Structured Decision Making tools for family assessment
- Experience in managing electronic files and data bases.
- Knowledge of NDIS process

Our vision

‘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.’

Our mission

Continuing the work of Jesus Christ in Word and deed.

Our values

Out of Christian love and compassion we are guided by:

- Christlike servanthood
- unfailing integrity
- courageous commitment.

MFV4560_1609

Do all the good you can
because every life matters

Benefits

As a Wesley Mission employee …

When your employment application is successful and you join Wesley Mission, you will become part of a Christian community organisation which has its roots in faith and pioneering care for people in need over the past 200 years. As a valued employee not only will you have the opportunity to develop a challenging and rewarding career, you'll also be able to take advantage of the following benefits:

Salary packaging

As a Public Benevolent Institution, Wesley Mission can offer eligible employees concessional Fringe Benefits Tax treatment. This simply means that a portion of your salary may be packaged tax free – thereby reducing the amount of income tax you pay on your salary.

Educational assistance scheme

At Wesley Mission, we value the development and growth of our employees. Upon completion of your 12-month anniversary you will be eligible to apply for financial assistance and study leave for a course related to your role.

Paid parental leave

Wesley Mission is committed to supporting families and provides a top-up payment to employees in addition to the government Paid Parental Leave scheme.

Employee support program

Wesley Mission is committed to helping you maintain positive emotional health and general wellbeing. You have access to two free external counselling sessions for personal and or professional reasons. These independent counselling and support services are completely confidential and none of the details of your conversations will be disclosed to Wesley Mission.

You also have access to Wesley Mission's Chaplaincy support program which strives to meet the spiritual and emotional needs of people in a holistic fashion. Our Chaplains have training across many disciplines including theology, mental health, counselling, grief, loss and trauma and will provide you with confidential and sympathetic support in times of need.

Staff recognition program

A Chance to Shine is Wesley Mission's Staff recognition program which recognises employees for their dedicated commitment to delivering a high level of service across a broad spectrum of programs and activities. Peer nominated, this program gives you the opportunity to voice your opinion and turn the spotlight on a colleague you admire and value.

Staff learning and development

You will be provided with ongoing training and learning opportunities to develop your skills and knowledge. Wesley Mission facilitates internal and external training to support you in your role.

Personal review and development program

Annual review with your Supervisor to develop your career path and identify training needs.

Workplace payroll giving program

You can regularly donate to your favourite charity from your pre-tax salary.

Travel insurance

You, your family and your friends have access to discounted travel insurance products through Chartis Travel Insurance.

Health insurance

You have access to discounted Bupa health insurance products.

More information

You can find out more information about these benefits at an interview or by contacting the person listed in your employment application package.

HR2130_JUL12

Wesley Mission 220 Pitt Street Sydney NSW 2000
ABN 57 996 964 406
Wesley Mission is a part of the Uniting Church in Australia.