



Blue Mountains Family Support Service Inc.
**Family and Community
 Engagement Worker**
Position Description

Thrive Services is a not-for-profit community organisation that supports children, families & others living in the Lithgow and Blue Mountains areas. All our programs are free and voluntary. We do this by providing parenting and family programs, along with practical assistance. We aim to support children, families and our communities to thrive by:

- adapting to the changing needs of families and children
- providing a welcoming and accepting environment
- offering family and practical support
- building a strong sense of community.

At Thrive we believe in celebrating people's achievements and strengths, as well as supporting them through the challenges of parenting and life.

Position Title	Family and Community Engagement Worker
Location	2 Station Street, Katoomba
Hours of Employment	21 - 26 hours per week - flexible upon appointment
Award	Social, Community, Home Care & Disability Services Industry Award 2010 Level 3
Reports to	BMFSS (Thrive) Program Manager
<i>Secondary</i>	Chief Executive Officer
Key Relationships	BMFSS (Thrive) Staff, Board of Management, Volunteers, Clients, Students and Funding Bodies

Position Purpose

The Family and Community Engagement Worker is responsible for building strong connections with families and supporting the delivery of Thrive Services' community and family support programs. Grounded in a community development approach, the role focuses on fostering trust, inclusion and belonging within the local community. As the first point of contact for many families seeking support, the worker plays an important role in creating a welcoming and safe entry point into the service. The role supports families to access appropriate services and practical supports, builds relationships with schools, early childhood providers and community organisations, and assists with intake, referrals and community engagement initiatives. The worker also coordinates Thrive's DRIVE Program, supporting women to build driving confidence, independence and community participation. Through these activities, the role contributes to strengthening community connection, family wellbeing and access to early support.

Key Responsibilities	Focus Areas
Family Engagement and Support	<ul style="list-style-type: none"> • Build strong, trusting relationships with families through community-based engagement to empower families to be active agents in their lives. • Act as a welcoming first point of contact for families seeking support, providing information, early guidance and connection to appropriate services. • Assist with the intake and referral process for families seeking support from the service. • Collect and maintain accurate client information and ensure data is entered into relevant systems. • Provide families with up-to-date and accessible information about internal programs and external services. • Provide limited emergency relief assistance (e.g. material aid or voucher support) when required, alongside information and referrals to longer-term support. • Maintain a culturally safe, strengths-based, and inclusive approach.
Community and Education Partnerships	<ul style="list-style-type: none"> • Develop and maintain strong collaborative relationships with schools, early childhood providers, and community organisations. • Work in partnership with school wellbeing staff to identify and engage families needing support.

	<ul style="list-style-type: none"> Strengthen community connections by identifying opportunities for early support, participation and inclusion for families ensuring family capacity is supported at all times. Attend and contribute to local interagency networks and community development initiatives, as required. Actively participate in joint projects with other services aimed at increasing community connection, collaboration and early support.
Program and Group Support	<ul style="list-style-type: none"> Coordinate Thrive Services DRIVE Program, including participant engagement, scheduling, communication with the driving instructor, and supporting women to build driving confidence and independence. Support the planning and delivery of group programs, events, and workshops in collaboration with other team members. Assist in identifying community needs and contribute ideas for responsive programming. Promote Thrive's services and programs through direct engagement with families, education partners, and other stakeholders.
Communication and Promotion	<ul style="list-style-type: none"> Represent Thrive Services at community events, school functions, and other relevant forums. Distribute flyers and maintain a visible presence across schools and community hubs/playgroups. Collaborate with the team to promote family-friendly information through approved communication channels. Ensure that there is effective communication with service partners, collaborators and networks.
Organisation	<ul style="list-style-type: none"> Working in line with the service's Strategic Plan. Working within service Policies & Procedures, including Code of Conduct. Contribute to a collaborative, strength-based and supportive team culture. Participate in supervision, training, and ongoing professional development. Maintain a clean and safe work environment while complying with Thrive Services safety policies and procedures.

Competencies, Skills and Attributes

1.	Relevant experience working with children, families or communities, with the ability to apply a strengths-based and culturally responsive approach.
2.	Relevant tertiary qualification, diploma or certificate in Community Services or a related field, with a commitment to ongoing professional learning and development.
3.	Demonstrated understanding of community development principles, including knowledge of the local service system and the ability to connect families with appropriate supports.
4.	Strong communication and interpersonal skills, with a commitment to empowering families, working collaboratively, building partnerships and engaging respectfully with the community.
5.	Proven ability to engage respectfully with families from diverse backgrounds, including Aboriginal and Torres Strait Islander communities.
6.	Understanding of child protection processes and mandatory reporting requirements.
7.	Demonstrated organisational and time management skills, including the ability to coordinate small projects and manage competing priorities.
8.	Demonstrated ability to maintain confidentiality and handle sensitive information appropriately.
9.	Ability to work both independently and as part of a team while contributing positively to a supportive workplace culture.

Key Performance Indicators

Family Engagement and Support		Frequency
1.	Build rapport and engage with families at risk of isolation or disconnection.	Ongoing
2.	Demonstrate strong knowledge of local services and make appropriate and culturally responsive referrals, ensuring service knowledge is kept up to date.	Ongoing
3.	Maintain a consistent client follow-up rate to ensure all referred families are connected to services (internal or external).	Ongoing

4.	Support activities that increase family connection, community participation and access to early support services.	Ongoing
5.	Provide emergency relief and material aid assistance to families experiencing financial hardship, where required.	As required
6.	Collect and maintain accurate client information and ensure data is entered into relevant systems.	Ongoing
Community and Education Partnerships		
1.	Maintain partnerships with local schools and education settings.	Ongoing
2.	Represent Thrive at interagency meetings and community collaborations.	As required
3.	Actively promote Thrive services to families through outreach and networking.	Ongoing
Group and Program Support		
1.	Coordinate and support the delivery of Thrive's DRIVE Program, including participant engagement and program logistics.	Ongoing/Program cycles
2.	Support development and delivery of relevant community programs/activities.	Ongoing
3.	Attend relevant community events or outreach activities.	As required
4.	Assist with event logistics and parent engagement activities.	As required
5.	Support the distribution of promotional materials and updates.	Ongoing
Organisation		
1.	Maintain professional conduct as per service Code of Conduct and ensure adherence to the Policies and Procedures.	Ongoing
2.	Participate and support staff and other programs when necessary.	As required
3.	Work with an approachable and non-judgmental attitude, whilst ensuring professional boundaries and relationships are maintained.	Ongoing
4.	Take an active role in promoting a positive and respectful workplace environment.	Ongoing
5.	Ensure a safe working environment for yourself and others in the workplace, including learning and development about workplace health and safety.	Ongoing

Other Requirements

1.	Current NSW Working with Children Check.
2.	Current driver's license.
3.	Current National Police Check, or willingness to obtain prior to commencement.
4.	Evidence of relevant vaccinations in line with organisational policy or public health guidance.
5.	Ability to travel locally within the Blue Mountains and Lithgow LGAs.
6.	Willingness to occasionally attend community events outside standard hours if required.
7.	Commitment to Thrive Services' values of respect, inclusion, and strengths-based practice.

This position description outlines the main duties and responsibilities of the role but is not intended to be an exhaustive list. Duties may evolve over time in response to service needs.

Acceptance & Agreement	
I have read, understand and agree to abide by my position description & the service Code of Conduct.	
Worker Name:	Management rep:
Signed:	Signed:
Date:	Date:



**Communities
& Justice**

The program is funded by NSW Department of Communities & Justice
Community and Family Support (CAFS) Program