

POSITION TITLE:	Mums and Bubs Support Worker
FTE:	0.7 FTE (26.6 hours per week – Monday to Friday)
Classification:	3.1.1 (SCHADS 4)
Division:	Health and Community Services
Program:	Family Violence, Homelessness and Therapeutic Services
Location:	Site based with your primary location being in Pakenham, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	Ongoing
Issue Date:	April 2026

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

1. **Family Wellbeing** to help families achieve safety and stability
2. **Disability Support** to enable people of all abilities to participate in their communities
3. **Development & Early Childhood Education** to help children reach their full potential
4. **Victims Assistance** to support victims of trauma, assault and/or violent crime
5. **Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals and families.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
<p>Oversee the day to day operations of the Mums and Bubs residential based program.</p> <p>Practical ‘hands-on’ educational, mentoring and coaching support provided to young mothers and their children to support and develop independent living skills, positive parenting, attachment and infant care (including routines, feeding, appropriate play, sleep and settling).</p> <p>Work within the Practitioner Coaching Framework (PCF) to coach and develop our consumers’ skills to live independently and free from violence.</p>	<ul style="list-style-type: none"> • Conduct comprehensive strengths-based intake and assessment processes with consideration of individual needs, eligibility criteria, vacancies and program dynamics. • Respond to the emotional and practical needs of the young mothers and their children (aged 0-3 years) utilising a range of modalities. • Maintain a safe and nurturing environment within the program setting. Ensure that program remains compliant with OH&S requirements. • Supervise, encourage, mentor and provide direct support with parenting, skill development and participation in activities and therapeutic groups. • Work in alignment with the MARAMIS framework and in accordance with MARAM procedures. • Actively manage identified risks and implement appropriate risk management strategies. • Support plans (including clear housing/exit planning) developed collaboratively with consumers with consideration to their strengths, needs and goals. Actively support, coach and mentor residents to achieve their goals. 	<ul style="list-style-type: none"> • Referrals, intake, assessments, onboarding, residential stays and step-down arrangements managed in line with Program Procedures. • Services are delivered onsite at Mums and Bubs properties. • Program capacity maintained at a minimum of 3 young mothers and their children at any one time for Strachan House, and 1 for Malcolm’s Place. • House program is consistently delivered as per agreed schedule, with active engagement from residents. • Maintenance issues reported to Property within 1 working day. • Cleanliness and maintenance of the residential properties are maintained to a high standard. • Program is compliant with OH&S requirements. • Consumers and stakeholders are responded to efficiently and within program and organisational KPIs. • 100% of consumers (including accompanying children) have an agreed support plan in place within 2 weeks of service commencement. Progress collaboratively monitored

	<ul style="list-style-type: none"> • Facilitate linkages with community resources and services as per support plan and program objectives. Provide outreach support to facilitate connections where required. • Keep accurate and up to date consumer files, SHIP records, case notes and program documentation. • Additional tasks in the provision of an effective and responsive Mums and Bubs program as directed by Program Leadership. 	<p>and reviewed on a regular basis.</p> <ul style="list-style-type: none"> • 100% of consumers with current or past experience of family violence have a documented MARAM and safety plan. • PCF data collection measures completed as per program guidelines. • Services are delivered using a coaching approach in alignment with Windermere's PCF model and legislated/funding frameworks. • Case notes entered into SHIP within 3 working days of contact. • SHIP status updates to be completed for all consumers by the last day of the month.
<p>Administration and team Responsibilities.</p>	<ul style="list-style-type: none"> • Undertake required administrative tasks. • Develop and maintain positive, professional relationships with key referrers, internal and external stakeholders. • Actively participate in regular supervision with Senior Practitioner/Program Leader as scheduled. • Positively contribute to the culture and spirit of Family Violence, Homelessness and Therapeutic Services and Windermere. • Demonstrate a supportive approach to colleagues. • Complete other duties as requested by Program Leadership. 	<ul style="list-style-type: none"> • Attend a Windermere office or other defined location for team days/activities and in-person meetings as per direction from program leadership, with positive contributions to these activities. • Duties completed in an efficient and timely manner, with a positive and enthusiastic outlook. • Contribute to the development of procedures and systems within this program, service area and wider Family Violence, Sexual Assault and Homelessness sector. • Submit timecards on time. Apply for all leave on ConnX and provide supporting documents as required.
<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.</p>	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the

Occupational Health and Safety obligations.

- Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours.
- Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor.
- Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices.
- Meet the challenges of change as it occurs within the service and organisation.
- Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.
- Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.

behaviours set, as outlined in the Code of Conduct.

- 100% attendance at performance reviews.
- Completion of induction and orientation within set timeframes.
- Positively embrace and adopt change as it occurs.
- Ensure arrangements are made so that 100% of courses are attended or completed.
- Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.

The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere’s values and are essential for the delivery of Windermere’s Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

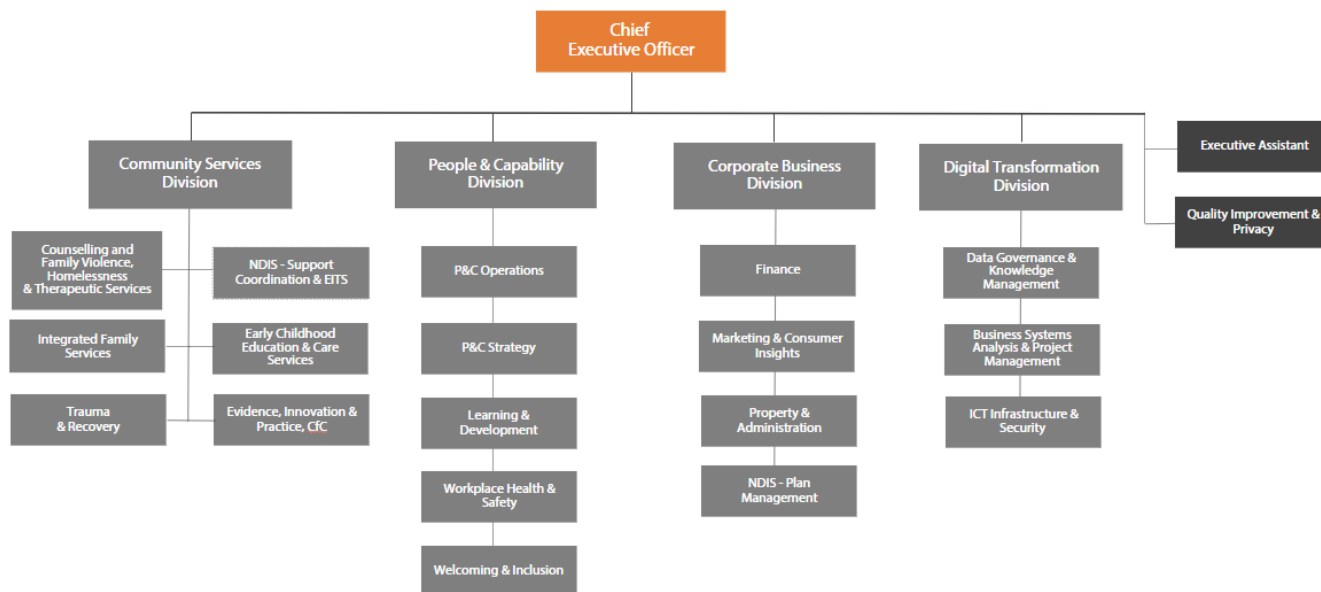


- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person’s capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles
- learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Foundation
2	Adaptability	Intermediate
3	Collaboration	Foundation
4	Innovation & Continuous Improvement	Foundation
5	Vision & Strategic Drive	Foundation
6	Leadership	Foundation

6. Organisational relationships



Line Manager:	Senior Practitioner – Homelessness Support
Supervises:	Students
Internal relationships:	All Windermere Staff and Students
External relationships:	Program donor, Local Councils, Child Protection and other family violence, homelessness and community services.

7. Key selection criteria

- Tertiary qualifications in community services or related/relevant discipline.
- Minimum 2 years experience working within the community services sector. Experience of providing services using a coaching framework (desirable).
- Demonstrated skills in assessment, engagement and working collaboratively with families and young people with complex needs and children 0-5 years.
- Knowledge of a range of theoretical approaches and frameworks including child development, attachment theory, trauma and trauma informed practice, with the ability to apply these in practice.
- This role requires a high level of autonomy therefore the ability to work independently is critical.
- Demonstrated ability to respond effectively to challenging behaviours and manage incidents in a safe manner.
- Ability to complete case notes, documentation, administration tasks and OH&S requirements to a high standard and within scope of DFFH and organisational standards.
- Highly developed communication, interpersonal and conflict resolution skills, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.

- Willingness to work in a flexible manner with regards to working arrangements to ensure provision of key supports to consumers (where required and agreed with program leadership).
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence.
- Willingness to undertake relevant pre-employment screening and checks - including Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights.

8. Application details

To ensure your application is considered please include the following information:

Cover Letter addressing the Key Selection Criteria
Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature and Date: _____