

Position Description

Barwon Coordinator Support Officer

Our Vision	Safe and secure foundations for babies, toddlers and families
Our Role	We work with babies, toddlers and their families to nurture health and wellbeing through a range of early parenting programs and supports, and driving sector improvement through research, education and advocacy.
Our Values	Connection, Curiosity, Respect and Courage

Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we work, live and play. We pay our respects to traditional owners' past, present. We acknowledge the ongoing connection that First Nations peoples have to lands, waterways and communities and recognise the importance of babies, toddlers and children being connected to culture and kinship.

Tweddle Child and Families Services

Whilst we are over 100 years old, Tweddle Child & Family Health Service (Tweddle) is part of a growing EPC sector in Victoria. We are a specialist health service operating as an Early Parenting Centre (EPC) with our main sites located in Footscray and Wyndham, and some community-based programs operating in the Barwon region. Tweddle offers a range of early parenting services including day, overnight programs and community-based services. Tweddle delivers training and professional education in early parenting and participate in research with our academic and sector partners. Babies, toddlers and children are at the heart of everything we do.

As a Child Safe Organisation all staff are expected to promote the safety, wellbeing and inclusion of all children. The responsibility for children's safety and protection is embedded within the organizational culture and reflected in policies and practices. Tweddle ensures that all staff members fulfil their legal obligations to respond and report any suspected incidence of child abuse.

More information is available at: www.tweddle.org.au

Role Description

The Barwon Coordinator Support Officer is a newly established position at Tweddle. This position works under the Home Based PASDS Coordinator and HoPES Coordinator to deliver the specialist service to families.

The Home Based Parenting Assessment and Skills Development Service (PASDS) is provided to vulnerable children and families who are referred Department of Families, Fairness and Housing (DFFH) Child Protection Services for assessment and support of parenting skills. The assessment is a specific 12-week home based parenting program with an initial parenting competency assessment undertaken over the first three weeks. Existing parenting strengths are acknowledged and enhanced.

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In situations where parenting deficits are identified, an education and skill development plan is initiated, in partnership with the parent in weeks 4-9.

PASDS staff offer parents education and support through individual learning experiences incorporating techniques such as coaching, mentoring, demonstration and modelling. A final assessment occurs in weeks 9-11, with recommendations made for ongoing care and/or support, where required. At the completion of the parenting program, a report is prepared for Child Protection outlining the parenting competencies observed and practiced by the parent/s during the program. This report represents an independent assessment of parenting competencies and capacity to learn at the date of discharge from the program and contributes to the overall risk assessment undertaken by Protective Services.

The Home Parenting Education Service (HoPES) program offers a co-designed eight-week intensive home visiting service supporting and focusing on family preservation and reunification for families with infants zero up until their fourth birthday. This is achieved through rebuilding ruptured attachments between infants/children and their parents, empowerment, building sustainable family functioning, community connectedness and connecting families to and where needed, back to culture. The practice model encompasses a strength-based approach built around a family partnership model of care.

Education is delivered in the home setting and consists of two home visits each week, for a two hour duration. However, the service is flexible regarding place of delivery in consideration of any client needs and risk factors. Staff members work alongside the family offering support and education with a primary focus on the relationship between the infant and their primary care giver. This is achieved through staff members creating learning experiences and incorporating techniques such as coaching, demonstration and modelling. Each visit, staff members facilitate a protected thirty minute dyad of play/interactive therapy to assist with reconnecting fractured attachments/relationships to support bond and attachment. A Check-In Meeting is conducted in week four, in order to review goals, recognise parenting strengths and challenges and address any areas of identified risk. The Family Action Plan is then updated to represent outcomes of this review, in collaboration with the family.

A Future Planning Meeting occurs in week eight of the service, with suggestions made for ongoing care and/or supports where required, to enable the family to sustain and strengthen family relationships and functioning. At completion of the parenting service, a summary is prepared for the family and DFFH Child Protective Services/Community Services Organisation outlining a summary of the education offered and future care planning considerations

The Barwon Coordinator Support Officer works collaboratively with families and relevant stakeholders to support the achievement of positive family outcomes, with the child's safety, wellbeing, and best interests remaining the primary focus. The role contributes to continuous program improvement and supports the successful delivery of funded service activities and targets each year.

The Home Based PASDS and HoPES services operate through a team-based approach that values flexibility, professionalism, and self-awareness. Success in this role requires the ability to work within a mature and supportive team environment, demonstrating awareness of unconscious bias, maintaining a non-judgmental approach, and fostering respectful and inclusive relationships with families, colleagues, and stakeholders.

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Position Details:

Agreement	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reports to	Home Based PASDS and HoPES coordinators
Location	Geelong
EFT	0.8
Internal Liaisons	Tweddle staff and: Home Based PASDS and HoPES Coordinators, Director of Nursing (Wyndham), Clinical Nurse Consultant (Footscray & Wyndham), PASDS manager (Footscray) and Early Parenting Practitioners
External Liaisons	Department of Families, Fairness and Housing (DFFH), Queen Elizabeth Centre (EPC), Maternal Child Health Services and other key stakeholders (Commonwealth, State and Non-Government) including community sector/network partners, And other services as relevant

Key Requirements

Essential Minimum Criteria	
• Minimum degree qualification in Allied Health Professional or related discipline • Minimum 4 years' clinical experience working with children and families • Strong family assessment skills and understanding of child development and trauma. • Strong personal motivation to work with some of Victoria's most vulnerable & marginalized families • High level of adaptive and effective communication skills – verbal and written • A solution – focused response to challenges and conflict resolution maturity • Takes responsibility for own learning and pro-active in sharing knowledge with others • Knowledge of, or understanding of, infant mental health and attachment • Worked in a multi-disciplinary team	• Experience in supervising and directing staff an advantage • Current Working with Children Check • Consent to undertake National Police Record Check • Current Australian Work Rights • Evidence of up-to-date immunisation schedule including current Flu Vaccination • Current Victorian Driver's License

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Desired Criteria	
• Additional qualifications in NCAST, Newborn Observations, Family Partnership, Family Therapy, Child Development or Trauma • Clinical experience working with high-risk babies, toddlers children and complex families. • An interest in a career path in High Risk programs	

Key responsibilities

Leadership

- Demonstrate leadership in building and maintaining effective professional relationships with internal and external stakeholders, including key Child Protection staff, to support collaborative practice, service coordination, and positive outcomes for children and families.
- In collaboration with Home Based PASDS and HoPES Coordinators, provide coordination, support, and clinical guidance to staff working within the Home Based PASDS and HoPES Programs, including input into case planning processes, development of clinical skills, and support in the resolution of complex practice issues as they arise, to ensure consistent, high-quality service delivery
- Participate in regular client focused handovers for clients who are part of the Home Based PASDS and HoPES program
- Model the Tweddle values and commit to a values-based, cohesive culture within the team and broader EPC group

Compliance

- Coordinate and chair key program meeting processes as per program protocols, coordinate and participate in the Risk Analysis meetings
- Maintain fidelity of the Home Based PASDS Assessment and HoPES methodologies for all clients, ensuring assessments and practice are conducted in accordance with program requirements. Integrate both qualitative and quantitative data to support informed decision-making, and undertake thematic analysis as outlined in the methodology to identify, analyse, and interpret patterns and themes within qualitative data for the Home Based PASDS program
- In partnership with families, provide regular feedback to clients on program goals and skill development, ensuring updates are delivered in accordance with program methodology to keep clients informed of their progress
- Under the direction of and in collaboration with Home Based PASDS and HoPES Coordinators, prepare comprehensive parenting capacity reports and HoPES summaries, applying critical thinking, risk assessment, and analysis of parent-child interactions, psychosocial factors, cognitive functioning, and infant mental health considerations

Resource Management

- Advocate and promote program referrals
- Where required, develop or assist other staff where appropriate to develop and identify resources required by the programs.

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Networking

- Represent Tweddle as required in appropriate external forums, and involve self in partnership, network and sector activities
- Maintain currency of the range of health and community supports available to assist families
- Promote and maintain open communication with client families and colleagues including the multidisciplinary team and other members of the Tweddle team

Service Development

- Participate in the development of service improvement and ideas to strengthen the program model and innovate, based in best evidence, and the risk-assessed willingness to “give things a go”

Supervision

- Participate regularly in internal supervision
- Provide parenting support for families that align with clinical reflective practice approaches and mandatory requirements

Stake holder engagement

- Liaise with Child Protection and Family Services in relation to clients who are part of the Home Based PASDS and HoPES programs

Professional Development

- Maintain and grow professional knowledge and skills relevant to the role
- Research and explore external and internal mechanisms for these
- Participate in the Performance and Development Review process

Quality and Risk

- Ensure high quality service provision ensuring positive experiences for families and optimal outcomes
- Maintain a safe environment for clients, self and other staff. Identify and report clinical and non-clinical incidents resulting in harm or near miss events and adopt a learning mindset and systems approach (no blame) to the analysis and closure of these events
- Demonstrate the principles of Person Centred care – respect and dignity, information sharing, participation and collaboration

Occupational Health and Safety

- Ensure staff and clients operate in a safe environment
- Commit to own self-care and to building resilience
- Maintain knowledge of Tweddle’s Occupational Health and Safety (OHS) policies and procedures
- Utilise RiskMan database to capture incidents and near-misses

General

- Actively participate in relevant meetings and forums.
- Perform your role and responsibilities in accordance with the Tweddle values.
- Work within and contribute to the Tweddle Practice Framework, policies and procedures and guidelines.
- Identify service improvement opportunities
- Tweddle services close for the period of Christmas/New Year and it is encouraged that all relevant staff take annual leave at this time.

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- Please note that this position description may be modified to suit organisational demands.

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