



JOB TITLE Safe and Strong Families Worker (Identified*)

DATE October 2026

REPORTS TO Family Support and Wellbeing Team Leader

JOB DESCRIPTION

Purpose of role	With a focus on early help and support, the objective of the Safe and Strong Families program is to provide targeted services at the point where they can have the most impact and deliver the best results for communities.
Main duties and responsibilities	Core objectives include: • Design and deliver group programs to meet identified needs of client groups. • Provide ongoing case management, advocacy and practical support responsive to each client's identified needs and priorities. • Problem solve, be creative, resourceful, strengths based and outcome focused. • Liaise, network and maintain solid working relationships with a variety of individuals and community stakeholders. • Work with children and families experiencing stressors, including Domestic Violence, Child Protection issues, Parent Drug and Alcohol Misuse, Parenting Skills, Child Behaviour Management, Learning Difficulties, Parental Mental Health and Social Isolation. <i>*This position is identified for Aboriginal and/or Torres Strait Islander people only. Being an Australian Aboriginal and/or Torres Strait Islander person is a genuine occupational qualification required to undertake this role under section 14 (d) of the Anti-Discrimination Act 1977 (NSW).</i>
Other duties	Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	• Tertiary qualification in Community Services or similar.
Experience	• Proven experience in working with families in a case management, capacity building and family support role. • Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude.

- Demonstrated ability to relate well to a range of people with sound listening and problem-solving skills.
- Proven emotional maturity and resilience.
- Demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, and develop case management/support plans.
- Demonstrated high level ability to liaise, network and maintain solid working relationships with a variety of individuals and community stakeholders.
- Experience with assessment based tools.
- Cultural competence and experience working alongside Aboriginal and/or Torres Strait Islander families.
- Demonstrated high level self-management, critical analysis and organisational skills.
- Demonstrated knowledge and experience in working with children and families experiencing stressors, including Domestic Violence, Child Protection issues, Parent Drug and Alcohol Misuse, Parenting Skills, Child Behaviour Management, Learning Difficulties, Parental Mental Health and Social Isolation.

Knowledge

- Ability to design and deliver group programs to meet identified needs of client groups.
- Ability to problem solve, be creative, resourceful, strengths based and outcome focused.
- High level of Aboriginal and/or Torres Strait Islander cultural competencies.
- Working knowledge of the local child and family support sector for the Eurobodalla area (desirable).
- Experience in managing electronic files and data bases- DEX data management system (desirable).

Skills & competencies

- **Cultural capability:** The ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner.
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** High level written and verbal communication skills
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Displays emotional maturity and resilience.
- Professional approach.
- Ability to work calmly under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- Confirmation of Aboriginality.
- Unrestricted NSW Driver Licence is essential.
- Current NSW Working with Children Check.

- Nationally Coordinated Criminal History Check (Police Check).
- First Aid & CPR certificate.

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.

All Katungul staff are expected to demonstrate the organisations values, present the organisation as a professional and respectful culturally immersed service and represent Katungul positively to external stakeholders and communities.

ACKNOWLEDGEMENT

I acknowledge that I have read and understood this position description and agree to perform the responsibilities of the role in accordance with Katungul's values, policies, procedures and lawful directions.

SIGNED BY YOU

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Employee name

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Employee signature

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Date

SIGNED BY MANAGEMENT

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Manager name

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Manager signature

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Date