

Position Description

Family Connections Manager

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

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.

Introduction:

Tweddle Child & Family Health Service (Tweddle) is a specialist public hospital operating as an Early Parenting Centre (EPC) with the main sites located in Footscray and Wyndham, and additional outreach services in the Barwon region. We offer a range of early parenting programs - site based and in the community (including clients' homes) - to families who are experiencing difficulties with parenting their children up to the age of four. We deliver training and professional education on early parenting and participate in research with our academic 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

Position Summary:

The Family Connections Manager provides operational and clinical leadership across Tweddle's assessment & intake and home visiting team. The role supports timely, safe and family-centred access to appropriate care, coordinating each family's pathway from referral and initial contact through triage, assessment, service allocation, transition and discharge. Working with the Director of Nursing, clinical leaders and program coordinators, the Manager promotes consistent decision-making, effective use of service capacity, clear referral pathways and continuous improvement.

The position contributes to service planning, quality improvement, data analysis and the achievement of organisational, contractual and strategic objectives. The position works with diverse families, including Aboriginal and Torres Strait Islander families, culturally and linguistically diverse communities, LGBTIQ+ families, people with disability and families experiencing complex health, social or psychosocial needs.

Position Number: 131000	Family Connections Manager	Page 1 of 5
Reviewed: October 2026	Reviewed: Acting Director of Nursing	Next review: October 2027

Position Details

- Agreement: Nurses and Midwives (Victorian Public Sector) Enterprise Agreement 2024–2028/Allied Health Professionals (Victorian Public Sector) Enterprise Agreement 2021-2026
- Reports to: Director of Nursing (Footscray)
- Location: Footscray (with travel to Wyndham as required)
- EFT: 0.84 to 1.0
- Internal Relationships: Residential, Community, Intake, Infant Response Programs, Corporate Services, Education & Research

Key Requirements

Essential Criteria	
• Tertiary qualification and current registration in Nursing or an appropriate Allied Health discipline. • Demonstrated experience in clinical coordination, care coordination, intake, assessment or a comparable health or family services environment. • Demonstrated ability to undertake clinical triage, risk assessment, prioritisation and escalation, including responding to complex family and child safety concerns. • Experience supporting families within a family-centred, trauma-informed and strengths-based model of care. • Demonstrated leadership capability, including supporting staff, coordinating service delivery and contributing to a positive team culture. • Strong communication, interpersonal and relationship-building skills, including the ability to work collaboratively across multidisciplinary teams and external agencies. • Demonstrated organisational skills, including managing competing priorities, service demands and operational requirements. • Understanding of child safety, family violence, psychosocial complexity, safeguarding and appropriate referral and escalation pathways. • Ability to use service data, feedback and quality processes to identify risks, monitor performance and support improvement. • Commitment to culturally safe, inclusive and accessible services.	• Current Working with Children Check • National Police Check • Appropriate work rights, • Evidence of up-to-date immunisation status including influenza and COVID 19 • Current Victorian driver's licence where required for the role.

Position Number: 131000	Family Connections Manager	Page 2 of 5
Reviewed: October 2026	Reviewed: Acting Director of Nursing	Next review: October 2027

Desired Criteria	
• Experience in an Early Parenting Centre, perinatal and infant mental health, maternal and child health, community health or family services setting. • Experience managing referral pathways, waitlists, intake processes and service capacity. • Understanding of Victorian early parenting service pathways and relevant funding and service delivery requirements. • Experience in quality improvement, clinical governance, incident management, auditing and performance reporting. • Experience using clinical information systems, reporting dashboards and service performance data.	• Experience in working with families experiencing multiple and complex issues • An understanding of, or ability to identify, the range of services available in the community sector to support families • Knowledge of infant mental health and attachment. • Understanding of Statewide EPC model of care, Safer Children Framework

Key Performance Targets	
Program Activity	• Weekly attendance and contribution at the weekly statewide EPC Intake Meeting to leverage opportunities for referral • Triage high risk or vulnerable family referrals to be contacted within 24-48 hours for assessment call • Referral to assessment call within 7 days, referral to booking within 14 days • Relevant updates at daily huddle • Monitoring use of family navigator in support of Assessment and Intake processes
Quality and Safety	• Incident Reporting: by ISR and closure within target • Client Feedback: by ISR and closure within target • Audits and action plan development – in line with schedule
People and Culture	• Development of Performance Plans and reviews as per timelines • Staff credentialing and mandatory compliance rates vs target

Position Number: 131000	Family Connections Manager	Page 3 of 5
Reviewed: October 2026	Reviewed: Acting Director of Nursing	Next review: October 2027

Key Position Objectives

Leadership and Team Coordination

- Provide day-to-day leadership, supervision, mentoring and reflective practice for designated assessment, intake and care coordination teams; support a collaborative, accountable and psychologically safe culture.
- Optimise service capacity and monitor performance against agreed organisational and funding requirements. Coordinate workloads, staffing, rosters, team communication, performance development, onboarding and mandatory training in collaboration with relevant leaders.
- Promote consistent policies, procedures, documentation and communication across programs; identify workforce or operational risks and escalate as required.
- Provide expert clinical guidance and staff supervision
- Ensure evidence-based care tailored to family needs and model of care

Family Care Pathways, Intake and Assessment

- Improve timely, appropriate and equitable access through responsive triage, prioritisation and service matching. Oversee referral receipt, eligibility screening, initial contact, clinical triage, risk-based prioritisation, assessment, waitlist management and allocation in line with approved criteria.
- Ensure families and referrers receive clear, timely information about eligibility, service options, waiting periods, assessment outcomes and next steps.
- Coordinate care across Tweddle programs and external providers, including warm referrals, transitions, multidisciplinary consultation and follow-up where families have complex or multiple needs.
- Support care planning that recognises family strengths, priorities, risks and protective factors; identify barriers to access, engagement or continuity and arrange appropriate alternatives when needs exceed service scope or capacity.
- Maintain clear records of referrals, advice-only contacts, decisions, follow-up, assessment outcomes and care coordination within approved information systems.
- Implement innovative solutions with stakeholder to maximize use to CIMS
- Oversee complaint management for the Assessment and Intake Service

Clinical Safety and Risk

- Promote safe, evidence-informed and family-centred practice; support staff to identify, document, respond to and escalate child safety concerns, family violence, mental health concerns and complex psychosocial needs.
- Facilitate senior clinical advice, multidisciplinary review, safety planning and interagency information sharing in accordance with legislation, consent requirements and organisational procedures.
- Ensure incidents, complaints and challenging clinical situations are managed through appropriate reporting, debriefing, reflection and escalation to the Director of Nursing or relevant senior decision-maker.

Position Number: 131000	Family Connections Manager	Page 4 of 5
Reviewed: October 2026	Reviewed: Acting Director of Nursing	Next review: October 2027

Service Capacity, Partnerships and Performance

- Monitor referrals, waitlists, demand, service capacity, staffing, referral conversion, wait times, service offers, acceptance and engagement to support equitable access and funded service targets without compromising clinical safety.
- Use performance data, family feedback, incidents, complaints and audit findings to identify trends, monitor actions and lead or contribute to quality improvement, service planning and pathway redesign.
- Build effective relationships with internal programs, statewide Early Parenting Centre networks, Child Protection, hospitals, maternal and child health, community services and other referral partners. For example: ACCOs, ACCHOs, CALD, LGBTIQ+, disability and single-parent services
- Develop culturally safe referral pathways with Aboriginal Community Controlled Organisations and services supporting culturally and linguistically diverse, LGBTIQ+, disabled and other families experiencing barriers to access.
- Represent Tweddle at relevant forums and contribute to organisational strategy, service development, funding and contractual reporting, and continuous improvement.
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Data, Reporting and Quality Improvement

- Oversee data collection and analysis
- Identify trends and support service improvements

Safety, Quality and Risk

- Promote safe, person-centred care
- Report risks and contribute to incident management (ISR/investigation/closure within established targets)
- Undertake audits and manage action plans in line with schedules
- Participate in accreditation and quality initiatives/projects

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

Position Number: 131000	Family Connections Manager	Page 5 of 5
Reviewed: October 2026	Reviewed: Acting Director of Nursing	Next review: October 2027