

Position Description

Family Support Worker

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 Growing Great Babies, Toddlers and Kids program is based on early intervention and commences in the antenatal period. The program provides education, case management and increased awareness of support services to improve the health and wellbeing of parents, their babies, toddlers, children (unborn to 5 years) and families. The program is targeted at reducing the need for intensive family and statutory services and promoting health and wellbeing.

The Family Support Worker will undertake the following:

- Support the delivery of antenatal and postnatal care for women involved in the GGB&K program, with a focus on promoting health and wellbeing, including education and awareness of relevant support services related to diverse cohorts
- Develop and implement strategies designed to improve health and wellbeing of GGB&K families and reduce involvement with intensive family and statutory services.
- Provide a supportive response (including outreach) to families using a strength-based approach, where the safety and wellbeing of families in the GGB&K program is paramount

Work within a collaborative care team approach with relevant stakeholders, including Child Protection, Orange Door, Aboriginal and cultural organisations, to promote best outcomes for clients.

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Position Details:

Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reports to	Manager Growing Great Babies & Kids and Early Help
Site	Base site location Wyndham
Employment type	Part time
Internal Liaisons	Director of Nursing Wyndham, Manager Quality, Staff of Tweddle Child & Family Health Service
External Liaisons	Department of Health and Human Services (DHHS), The Orange Door staff (Western Melbourne), Child First Alliances / Integrated Family Services, Wyndham City Council, VACCA, Other key stakeholders

Key Requirements

Essential Criteria	
- Minimum qualification at Diploma level or above in a relevant field. This may include: Nursing, Children's Services, Youth Work, Psychology or Social Work - Sound understanding of the Child Protection and Child and Family Services system - A commitment to collaborative practice and experience working in multi-disciplinary teams - Demonstrated ability to use a range of active engagement strategies with vulnerable and at risk families, associate with the ability to be flexible and creative in meeting their needs.	- High level of communication skills including written, verbal, interpersonal and Information Technology skills - Current Working with Children Check - Consent to undertake National Police Record Check - Current Australian Work Rights - Evidence of up-to-date immunisation schedule - Current COVID-19 Vaccination - Current Victorian Driver's License
Desired Criteria	
- Experience in working with Child Protection and/or The Orange Door - Understanding of working within the DHHS SAFER and the Best Interests Case Practice Models (and other relevant frameworks) - Skills in the delivery of child and family services, substance abuse, child protection, early years, family violence, therapeutic interventions and/or mental health - Ability to deliver parenting skills development programs.	- Experience 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 - An understanding of the importance of reflective practice and Resourcefulness - Ability to work with others to deliver parenting skills and development programs - Ability to bring accountability and high-performance culture to the team - Experience working with vulnerable families using Best Interest Case Practice Models and other frameworks as relevant - Ability to work in the delivery of child and family services, substance abuse, child protection, early years, family violence, therapeutic interventions and mental health

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Key Position Objectives:

Clinical role

- Actively engage GGB&K families via home visits, telephone contact, care team meetings and professionals meetings.
- Conduct GGB&K family needs and risk assessments using the SAFER and the Best Interests Case Practice Models (and other relevant frameworks) on a regular basis and/or in line with program requirements.
- Work in a holistic, strengths-based, child-centred, family-focused way where the wellbeing and safety of children and young people remains paramount.
- Participate in comprehensive family assessments that identify the health, wellbeing and safety needs that recognising both the capacity and constraints of the families to make necessary changes.
- Participate in the development of comprehensive family plans using a wrap-around approach and participation in ongoing review and evaluation of family plans
- Support families in their understanding of pregnancy and post-natal child development to foster the development of positive parenting skills.
- Provide support to parents struggling with individual issues that impact on their parenting such as mental health, drug and alcohol issues, family violence, disability, unstable housing and poverty.
- Assist families to improve their relationship, communication and problem solving skills.
- Consult with GGB&K team and actively participate in managing risk.
- Fulfil the GGB&K program documentation requirements, including client records, statistics and other data collection.

Cultural Safety

- Work in a manner that embeds cultural safety by providing an environment where all families including Aboriginal and Torres Strait Islander peoples, African and Pacifica peoples feel respected and supported.

Reflective Practice

- Provide parenting support for families that align with clinical reflective practice approaches.
- Participate in reflective group sessions and individual reflective practice
- Provide individual and group debriefing when required

Professional Development

- Maintain professional knowledge base and attend relevant conferences, study days, formal study and/or readings.
- 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. This includes active contribution to a systems approach to minimise clinical risk and improve the safety of care.
- Demonstrate the principles of Person Centred care – respect and dignity, information sharing, participation and collaboration.
- Report risks identified in a timely manner and support reducing risk recurrence

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- Ensure area is prepared for accreditation reviews at limited notice, and that the program considers local risk and mitigation strategies and escalates where appropriate
- Ensure review of all incidents and complaints are responded to within the required timeframes and these are closed according to guidelines
- Understand and apply systems thinking in the analysis of adverse events or near miss events
- Lead corrective actions arising from the above
- Identify risk and assess
- Establish Local Quality Plan to support continuous improvement and manage risk
- Ensure a culture of enquiry and learning is engendered in the team though creating safe spaces for staff to query practice and innovate

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 to capture incidents and near-misses.

Other

- 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
- Please note that this position description may be modified to suit organisational demands
- Contribute to Tweddle’s Leadership Team by participating in meetings and taking part in rotating chair roster. Working together to share issues, problem solve and support peers

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