

Position Description

Family Services Case Worker]



Position Details

Position Title	Family Services Case Worker
Position Number	702476, 702477, 702478
Classification	Band 6
Division	Community Strengthening
Branch	Family, Youth & Children's Services
Unit	Family Services
Reports To	Team Leader Family Services
Employment Essentials	• Working with Children Check • Victorian Drivers Licence • National Police Check •

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

Yarra City Council's Family, Youth and Children's Services Branch is an innovative team that works interconnectedly to support and improve the lives and outcomes of children, families and young people. The branch provides services and programs, and plans for, advocates, and partners with others so that children, young people and their families experience integrated and seamless services through the life stages from birth to 25 years.

The Family, Youth and Children's Services Branch has five interconnected service units:

- Children's Services provides, supports, and strategically plans for early childhood and education and care services across the municipality,
- Connie Benn Centre is an integrated family and children's hub,

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- Family Services includes Maternal and Child Health, Immunisation, Strengthening Families and Playgroups,
- Service Planning and Development leads, coordinates, and supports policy, research, evaluation, strategic service planning and projects, and branch administration,
- Youth and Middle Years Services works in partnership with young people to provide programs, advocacy and youth engagement activities.

The branch also supports Council's Families and Children's Advisory Committee, local toy libraries, and Australia's first adventure playground - the Fitzroy Adventure Playground.

Position reports to: Team Leader Family Services

Reporting to this Position: Nil

Internal Relationships: Family, Youth & Children's Services and other Council departments

External Relationships: The Orange Door, NEMA Alliance, Family Services Organisations, Department of Families, Fairness and Housing (DFFH), Early Learning/Child Care Centres, Kindergartens, Schools, Community Health Centres, Hospitals, Community, Legal and Government Agencies.

Position Overview

Briefly state what the position intends to achieve and who it services (in summary)

What does the position do in the organisation/department and/or for the municipality?

- To undertake intake, referral and case work in line with the Strategic Framework for Family Services in line with the North East Melbourne Area Child and Family Information Referral and Support Teams, the Orange Door (community based intake), The Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005.
- To provide case management support to families living in Yarra City Council experiencing parenting, social and financial difficulties affecting their capacity to meet their children's needs

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Council's activities.

1. Operational

- Use a range of techniques and approaches to engage with children and families.
- Undertake a comprehensive assessment of families which includes both a child development and strengths based perspective.
- Develop and regularly review case plans with each family that will form the basis of case management and interventions.
- In conjunction with the Team Leader inform and consult with Child Protection and other relevant partners in assessing and addressing risk levels in line with the Best Interest Principles.
- Assist with problem solving, exploration of options and the making of informed choices.

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- Assist with issues relating to managing children's behaviour and development and where possible provide parenting skills development and support for children.
- Appropriately consult with, refer to and link families to, other services for assistance.
- Identify and appropriately respond to 'at risk' parents and children.
- Initiate and participate in case conferences when required.
- Assists in meeting the service agreement and organisational key performance indicators as set out in the Yarra City Council Service Profile – Family Services.

2. Group Work

- Participate in the planning, development and facilitation of parenting development/education programs.
- Participate in training and supervision to support the effectiveness of the group work

3. Provision of Family Support Services

- Liaise with other Council staff and relevant community agencies and government departments.
- Work closely with council's Family, Youth and Children's Services team to provide appropriate support services to families.
- Undertake joint casework with professional and other agencies involved with the family.
- Assist families to obtain goods and services that are necessary for their ongoing viability as a family unit.
- Attend relevant local and sub-regional planning and policy meetings as required.
- Participate in client, group and service evaluations.
- Participate in professional development and training that develops understanding of therapeutic approaches and strategies relevant to working with families, including monthly supervision with the Family Services Team
- Perform any other duties relevant to the role and responsibilities of the position.

4. Quality Service and Continuous Improvement

- Actively participate to identify and act on opportunities for improvement within own work practice, operational and quality policies.
- Own practice demonstrates awareness and understanding of the organisations aims and objectives by adhering to organisations policies and procedures at all times.
- Uses the organisation's strategic goals and objectives to focus and prioritise improvement activities.
- Uses a proactive approach in own practice to maintain a high standard of client service delivery.
- Participates in quality activities if required.

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5. Administration

- Maintain effective, accurate and up to date case notes of family records and files using the IRIS software system and other appropriate systems.
- Attend meetings with the Team Leader as required.
- Attend and participate in staff meetings relevant to the functioning of the Family Support Service.

Accountability and Extent of Authority

- **Resource management:** freedom to act set by clear objectives and/or budgets, with a regular reporting mechanism; effect of actions taken is usually limited to quality or cost of programs/projects.
- **Specialist advice or regulate clients:** freedom subject to regulations and policies, and regular supervision; effect of actions taken on individual clients may be significant, but usually subject to appeal or review.
- May have formal input into policy development within their area of expertise.

Judgement and Decision Making

- Work is usually specialised – with methods and procedures developed from theory or precedent.
- Problem solving may involve application of these techniques to new situations.
- Guidance and advice is usually available.

Management Skills

- If managing employees - able to implement EEO, OH&S, and training and development.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of defined activities.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.

Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Typically, proficiency in the application of a theoretical or scientific discipline.
- Understanding of long-term unit goals and policies of unit and wider organisation.
- Some positions (particularly resource management) require a familiarity with budgeting techniques.

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- General casework skills and an ability to provide information, parenting strategies and resources to vulnerable families and children.
- Ability to offer options strategies and resources to assist people to make informed choices.
- Demonstrated groupwork skills and a sound understanding of group dynamics.
- Ability to deliver parenting skills development programs.
- Ability to advocate on behalf clients.
- Ability and skills in working with families of diverse socio-economic and culturally and linguistically diverse (CALD) communities inclusive of newly arrived refugees, LGBTIQ+ and community members with a disability.
- Conflict resolution skills.
- Knowledge of child and adolescent development.
- Knowledge and skills in working with a wide range of professionals including Child Protection and Maternal and Child Health.
- Knowledge of all relevant policies, regulations and precedents.
- Competency in the operation of Microsoft Office and IRIS software system.

Qualifications and Experience

- Tertiary qualification in Social Work, Psychology or Human Services and some relevant experience, or lesser formal qualifications with substantial, relevant experience in the field of specialist expertise.
 - Tertiary qualifications such as Social Work, Psychology or Human Services are essential
- Previous experience working in the community sector or similar
- Current drivers' licence is essential

Key Selection Criteria

1. Demonstrated ability to respect and value diversity in all its forms. This includes consulting and engaging effectively with families of diverse socio-economic and culturally and linguistically diverse (CALD) communities inclusive of newly arrived refugees, LGBTIQ+ and community members with a disability.
2. Demonstrated experience centring the voice of the child. Knowledge of the importance of using a child centred approach when working in the family services sector, including a good understanding of child abuse and neglect.
3. Understands, prioritises, and demonstrates the needs of the client. Aims for the best outcomes for clients, continuously strives to improve the clients experience, is strength based and outcome focused.
4. Demonstrated ability to work independently and as part of an engaging, dynamic, supportive and empowering team environment.
5. Demonstrated knowledge and experience in the community sector which may include specialist skills in the following:
 - strength based work with families
 - utilising relevant intervention strategies and frameworks such as DHHS Best Interest Framework, DHHS Child Protection reporting guidelines, Child, Youth and Families Act

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(2005), Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

- children's development needs
- drug and alcohol issues
- housing matters
- trauma
- family violence
- case noting