



Family Life

Family Worker – Family Services

Position Description

June 2010

Hours: Full-time (38 hours per week)
Award: Social, Community, Home Care and Disability Services Award
Remuneration: Social & Community Services Employee + 4% above Award + super + Salary Packaging (first \$16k tax free)
Location: Sandringham
Flexible working conditions and career development

Vision

Capable communities, strong families, thriving children

Mission

To create caring, capable communities by :

- **supporting and strengthening the most vulnerable families, children and young people**
- **innovating and advocating for social inclusion**
- **growing community connections and contributions for the benefit of all**

Preamble

Family Life is a community service organisation, offering a range of counselling, support, dispute resolution and community building services. Family Life's programs are acknowledged at all government levels for their innovation and whole of community approach. Priority is given to vulnerable families, children and young people. Since its foundation in 1970 volunteers have played a crucial role in the organisation.

The Family Worker is based at Sandringham, however from time to time the incumbent may be requested to work from, or be based at, other Family Life sites.

Key Objectives

1. To promote the wellbeing of families, children and young people through the provision of professional services, with a focus on the needs of men in the context of their families and the wider community.
2. To collaborate with community volunteers and service providers to deliver needs based services, informed by professional and research knowledge.
3. To work flexibly across a range of accessible service delivery sites in accordance with accountability and compliance standards.

Accountability

The Family Worker – Family Services is accountable to the CEO through the allocated line manager.

Performance Review

All staff are required to participate in an annual Performance Appraisal and development of an Annual Learning Plan.

Key Responsibilities

Client Services

The Family Worker will assume the following responsibilities, as required to meet the work priorities of the agency:

- Provide an effective and accountable service.
- Work with a range of clients including clients with complex needs and presenting issues related to risk and safety.
- Undertake individual counselling and group work with men seeking behaviour change.
- Apply a range of service modalities to best meet client needs - including duty, intake, facilitated referral, assessment, counselling (centre-based, in-home and outreach), , group work and community development.
- Collect, record and maintain full case notes, client satisfaction surveys and program data in a complete, accurate and timely manner, as required by agency standards and program contracts.
- Provide individual and program reports as required.
- Provide service evaluation / feedback documentation to evidence impact and effectiveness of service delivery.
- Provide supervision and support for volunteers involved in direct service provision to agency clients.
- Utilise individual supervision for support, performance accountability and professional development.
- Participate in peer group supervision.
- Work collaboratively with colleagues to deliver the required services.

General

- Contribute to the planning activities of the agency, and work flexibly across sites when required.
- Participate in monitoring and evaluation of agency activities.
- Attend appropriate internal and external meetings.
- Participate in Community Relations activities.
- Document the work of the agency as required.
- Share and promote the work of the agency at professional forums as required.
- Participate in training and education activities, including for agency volunteers and public education forums.
- Perform other duties consistent with the position as required by the Agency and consistent with meeting the contractual and compliance obligations of the Agency as these may vary over time.

Key Selection Criteria

Essential

Qualifications

- Must have current drivers license valid in Victoria.
- Degree in Social Work, Psychology, or related field
- Eligibility for membership of an appropriate professional Association.

Experience

- Direct service work with families, children and young people with complex needs, including working specifically with male clients in individual and group settings.
- Work with families that have experienced family violence.
- Previous experience facilitating Men's Behaviour Change groups.
- Work with families and young people using a family inclusive and community based approach.
- Work with families of cultural and linguistic diversity.
- Team work.
- Involvement in evidence based practice development, social innovation and continuous learning.

Skills

- Ability to deliver a range of prevention, intervention and development services to a high professional standard.
- Assessment skills, including risk assessment.
- Ability to work collaboratively across programs, organisations and systems.
- Highly effective interpersonal communication skills.
- Ability to prepare written reports and maintain records to a high standard.
- Ability to manage time effectively and efficiently.
- Capacity to work independently.
- Capacity to work as part of a multi-disciplinary team.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email.
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Knowledge

- Child and adolescent development.
- Systems, family, and family violence theories and research.
- Working knowledge of the family violence service system.

Attributes

- An ethical and professional approach to practice.
- Ability to articulate and reflect upon personal and professional values.
- Commitment to meeting the needs of at-risk families, children and youth, guided by the agency whole of family approach and community based model of service delivery.
- Commitment to social innovation and learning organisation disciplines

Desirable

- Graduate Certificate in Social Science (Male Family Violence) in Group Facilitation.
- Must have own car.
- Ability to work with families that have experienced family violence, CALD and indigenous families.
- Fluency in a second language, other than English.

Additional Information

Any offer of employment is subject to a satisfactory Police Records Check and Working With Children Check