

## Family Life

### 2 x Family Worker (SHINE Mental Health Project)

#### Position Description July 2010

Hours: 1 x Full-time (38 hours per week) ongoing and 1 x full time contract until February 2011  
Award: Social, Community, Home Care and Disability Services Award  
Remuneration: 4% above Award + super + Salary Packaging (first \$16k tax free)  
Location: Frankston  
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 SHINE Mental Health Project is a new initiative to improve mental health for children, youth and their families by delivering innovative integrated services of **Support Help Information Networks and Education**. The primary target for prevention and early intervention is children between the ages of 8 – 14 years, with individual behaviours and family and environmental indicators, identified by the research as posing risks for mental health disorders such as anxiety, depressive and conduct disorders. The focus of the project is to reduce risk and strengthen protective factors for coping with mental illness in families including indigenous and CALD families, and where a parent has a mental illness.

There is one team delivering the project, for Frankston, the Mornington Peninsula and for Bayside, Kingston and Glen Eira.

The SHINE Family Worker is based at Frankston, 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 provide needs based professional services to promote the wellbeing of families, children and young people assisted by the agency.
2. To collaborate with community volunteers and service providers to deliver needs based services, informed by professional research and knowledge.
3. To work flexibly across a range of service delivery sites in accordance with accountability and compliance standards.

## **Accountability**

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

## **Performance Review**

All staff are required to participate in an annual performance appraisal and annual learning plan.

## **Key Responsibilities**

### **Service Delivery**

As required to meet the work priorities of the agency the Family Worker will:

- Maintain professional conduct as per relevant professional and agency codes of ethics.
- Provide an effective and accountable service.
- Work with a range of clients including where there are complex needs and issues of risk and safety.
- In conjunction with the Manager SHINE Project, ensure the SHINE Mental Health Project is documented, reviewed and evaluated.
- Assess and monitor the mental health of clients, including associated risk issues.
- Consult with service providers and other research partners to utilise their expertise to ensure effective service delivery and continuity of care to the target group.
- Ensure continuous improvement of practice and service delivery through ongoing consultation and client feedback.
- Support the practice-based research within delegated areas of responsibility.
- Apply a range of service modalities to best meet client needs - including duty, intake, facilitated referral, assessment, case-management, counselling (centre-based, in-home and outreach), mediation, group work and community development.
- Collect, record and maintain all required documentation to evidence impact and effectiveness of service delivery in a complete, accurate and timely manner, as required by agency standards and program contracts.
- Provide individual and program reports as required.
- Provide supervision and support for volunteers involved in direct services.
- Utilise individual and peer group supervision for support, performance accountability and professional development.
- Work collaboratively with colleagues across sites and the wider service sector to deliver the required services.

### **General**

- 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.

- Administrative tasks as necessary for program needs.
- Share and promote the work of the agency at professional forums as required.
- Participate in planning activities of the agency, training and education activities, including for agency volunteers and public education forums.
- Perform other duties consistent with the position as required by the Program Manager and consistent with meeting the contractual and compliance obligations of the agency as these may vary over time.

## **Selection Criteria**

### **Essential**

#### **Qualifications**

- Tertiary qualification in Human and/or Community Services.
- Eligibility for membership of an appropriate professional association.
- Must have current drivers license valid in Victoria.

#### **Experience**

- Experience in working with people with a mental illness.
- Experience or understanding of early intervention programs.
- Experience in working with, and an understanding of and sensitivity to, the issues relevant to people with mental health disorders living in the community.
- Comprehensive knowledge and application of mental health risk assessment.
- Experience working with at-risk families, children and young people using a family inclusive and community based approach.
- Ability to work in partnership with a range of professionals, community groups and research partners.
- Direct service work with families, children and young people with complex needs.
- Understanding of systems theory and practice, and action learning.
- Involvement in evidence based practice development, social innovation and continuous learning.
- Ability to operate effectively in a community setting and commitment to involving consumers, staff, agencies and other relevant stakeholders in program development and community service.
- Ability to work effectively under limited supervision.

#### **Skills**

- Ability to deliver a range of prevention, intervention and developmental services to a highly professional standard.
- Risk and needs assessment skills.
- Ability to work collaboratively across programs, organisations and systems.
- Well developed interpersonal, verbal and written 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. and as part of a multi-disciplinary team.
- Computer skills (intermediate level, or above) to work in both Open Office and Windows environments, including word processing, data collection and entry, internet and email.

#### **Knowledge**

- Child and adolescent development.
- Systems, family, and mental health theories and research.
- Working knowledge of universal, secondary and tertiary service systems.

## **Attributes**

- Employs an ethical and professional approach to practice.
- Commitment to child-focused and child-inclusive 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**

- Ability to work with CALD and indigenous families.
- Experience with Cognitive Behavioural Therapy.
- 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.