

Position Description

Position Title	Child and Family Support Worker
Directorate / Service / Program	Family Support and Out of Home Care (OoHC)
Reports to	Team Leader – Targeted Care Packages & Support Workers
Location	Geelong and Warrnambool
Classification	Social, Community, Home Care and Disability Services Industry Award Level 3
Date Revised	March 2024

ABOUT US

Barwon Child, Youth & Family and Bethany Group have merged. We are now Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit meli.org.au.

POSITION OVERVIEW

Support Workers provide practical support and assistance to children, young people and families within the Family Support and the Out of Home Care service sector. Supporting children, young people and families to be connected to their communities to ensure families have access to social activities and health appointments, education by ensuring transport and supervision do not act as a barrier.

The key objectives of this role are:

- Identifying systemic barriers for families working towards achieving meaningful community connection, this will be achieved by working with allocated Caseworker/Key Worker to understand what barriers they are seeing for their families and support to ensure each person has opportunity and ability to access the community.
- Provide practical assistance to allocated Caseworker/Key Worker in day-to-day tasks as well as pre-planned transportation to services and social activities promoting stability, consistency and predictably for children, young people, and families.
- Deliver clear and transparent communication with allocated Caseworker/Key Worker children, young people, and families and provide verbal and written communication of feedback on completion of tasks.

KEY ACCOUNTABILITIES

Duties of this position may include, but are not limited to the following:

Service Delivery:

- Deliver support by completing practical tasks guided by allocated Caseworker/Key Worker.
- Maintain positive and collaborative working partnerships with key internal and external stake holders including Child Protection, Maternal and Child Health, hospitals, Police, schools, youth and family services, specialist services and other community organisations.
- Record and maintain data in accordance with program requirements and legislation

Program accountabilities and duties:

- Work closely with allocated Caseworker/Key Worker and Line Management to develop and implement practical strategies and tasks.
- Seek secondary consultation and advice from relevant experts, specialists, and experienced peers to support decision-making.
- Promote consistency, stability and predictability for children, young people, and their families.
- Deliver a service that recognises an individual's and families' capabilities, as well as responding to their vulnerabilities.

Organisational Accountabilities:

- Other reasonable duties as directed.
- Apply Meli's quality and risk management frameworks.
- Understand and comply with the standards of a child safe organisation.
- Active involvement in professional development to build knowledge and skills.
- Make decisions following Meli values, relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Qualification in or working towards a qualification in Social Work, Early Childhood, Psychology, Nursing, Alcohol and Other Drugs or related field.
- Ability to engage with young people, families and children with empathy and warmth.
- Demonstrated skills/understanding of risk and needs assessments.
- Demonstrated ability to respond to crisis situations.
- Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture

OTHER REQUIREMENTS OF THE ROLE

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Police Check
- International Police Check (if required)
- Have the right to work in Australia

KEY STAKEHOLDERS

- Meli employees
- Department of Families Fairness and Housing
- Wautharong and Gunditjmara Aboriginal Co-operatives
- Barwon and South West FPR group
- Education and Employment providers
- A range of community-based organisations including but not limited to health providers.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS OF THE ROLE

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

REQUIRED ACTIVITIES / WORKING ENVIRONMENT	FREQUENCY
Computer based tasks, sedentary position, office based	Sometimes
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs (Reasonable adjustments can be made)	Often
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Often
Working outside in differing weather conditions	Often
Working on-call and/or after hours	Sometimes
Attending external locations including client homes	Often

INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

CHILD SAFETY STATEMENT

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

EMPLOYEE DECLARATION

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.