

POSITION DESCRIPTION

POSITION

FAMILY SUPPORT WORKER

SERVICE

CHILDREN'S CONTACT SERVICE – FAMILY SERVICES

DIMENSIONS

LOCATION	WITHIN THE CATHOLIC DIOCESE OF WOLLONGONG (MAP)
DIRECTLY ACCOUNTABLE TO	COORDINATOR CHILDREN'S CONTACT SERVICE
DIRECT REPORTS	NIL
REQUIRED PRE-EMPLOYMENT CHECKS	NATIONAL CRIMINAL HISTORY RECORD CHECK WORKING WITH CHILDREN'S CHECK

MISSION, VALUES & VISSION

We seek to bring joy to those we serve by enabling growth, healing, and hope. Our employees ascribe to the shared values of Dignity, Integrity, Compassion and Equity to fulfil our vision of living together in thriving communities where the human dignity of all is respected and valued.

Our employment practices require all employees and volunteers to embrace and inspire others to promote the mission, vision and shared values of CatholicCare in the Diocese of Wollongong.

STRATEGIC PLAN

We respond to the needs of those we serve and our changing environment by organising our efforts around priorities detailed in our Strategic Plan.

PROGRAM AIM

To provide a safe, neutral and child-focused service for supervised visits and changeovers to occur between children, their parents and other significant persons with the intended goal to self-manage visits. We aim to minimise children's exposure to conflict or unsafe situations when families are separating or have separated and promote the development of quality, positive relationships between a parent and their child.

POSITION PURPOSE

Using a partnership approach, the Family Support Worker will build respectful and professional relationships with separated families. They will work collaboratively with the Coordinator ensuring the service continuously operates at a high-quality standard and will work in close partnership with other staff and external stakeholders to achieve the overall program aim. Using the observations and information gathered during contact visits the Family Support Worker will complete case reviews to ensure that CCCS and their families are achieving their intended goals such as self-managed visits.

POSITION REQUIREMENT

The Family Support Worker role will be responsible for a caseload of families. Throughout each family's journey the following tasks will be completed: assessments, referrals, case plan development and review, and contact scheduling in accordance with family court orders, parenting plans or other parenting agreements.

The Family Support Worker will collaborate and liaise with other identified agencies who are engaged with each family. Duties are carried out within a child protection context with additional focus on issues relating to family law and family separation, child protection, mental health, gambling, family violence and drug and alcohol abuse.

This role will ensure that children feel safe and supported during the contact visits with their parent. Through role modelling and positive encouragement, the Family Support Worker will use their interpersonal skills to guide purposeful interactions and assist families to succeed in establishing and maintaining a meaningful child/parent relationship. Sensitivity to the unique circumstance and needs that each family experiences must be demonstrated when engaging with them during their time at the service.

KEY ROLES AND RESPONSIBILITIES

GENERAL

- Commitment to and a willingness and ability to promote and apply the mission and values of CatholicCare, our strategic plan, policies and procedures and funding bodies' contractual obligations.
- Adherence to agency policies and procedures including client confidentiality protocols.
- Practice and promote an organisational culture that supports excellence in service delivery to people accessing CatholicCare's services.
- Apply work practices and behaviours that comply with CatholicCare's Code of Conduct, Framework for Practice and Policies and Procedures.
- Carry out responsibilities under the Work, Health & Safety Act 2011. Be responsible for the health and safety of yourself and others in the workplace. Report any incidents or workplace hazards in accordance with CatholicCare's incident reporting system.
- Actively promote CatholicCare as a service provider and employer of choice.
- Meet Key Performance Indicators (KPI's) as set by CatholicCare.
- Provide stewardship over allocation of CatholicCare resources effectively, economically and efficiently.
- Undertake other duties and responsibilities as requested by CatholicCare from time to time.
- Willingness to work flexible hours including evenings, weekend work and on-call
- Ensure that all performance, compliance and contractual requirements to provide quality practices that support the safety and well-being of children and young people is maintained

PROGRAM SPECIFIC

- Follow all professional standards of service delivery to clients and families in line with policy and procedure, CatholicCare Practice Framework, The Children's Contact Services Guiding Principles Framework for Good Practice (2014), ACCSA Code of Ethics and funding guidelines
- Conduct client intake and assessment - assessing client suitability for the service against eligibility criteria
- Conduct child orientations- assessing child suitability for the service against eligibility criteria
- Conduct comprehensive risk assessment and screening of all clients to determine level of risk to staff, children and other families utilising the service
- Maintain a case load of clients with whom you communicate and support regularly
- Assist in the development and review of case plans and client goals, including use of outcomes measurement tools prescribed by CatholicCare.
- Comply with child protection legislation and policies
- In line with best practice the FSW will support wrap around services for clients through advocacy and referral to CC programs and other external programs.
- Attend and actively participate in all team meetings, team development day and CatholicCare's staff development day
- Respond to the needs of children from 0 to 12 years during their contact visitation
- Manage clients with difficult and challenging behaviours
- Maintain accurate client records and prepare reports as required to the Coordinator
- Maintain accurate statistical data relevant to the work of the program for the purpose of funding, service growth and review
- Schedule contacts/changeovers in line with current court orders/parenting plans
- Facilitate meaningful and safe relationships between parents and their child/ren while utilising the service
- Actively work towards achieving positive client/family outcomes
- Ensure the children's rights to participate in decision making processes are promoted and enabled
- Fee collection in line with policies and procedures
- Maintain professional standards and ongoing professional development to ensure best practice is maintained
- Complete duties or task set out by the service Manager or Coordinator

SELECTION CRITERIA

Essential skills, knowledge and desirable:

Knowledge

- Tertiary qualifications in welfare, child development, social sciences or related field and/or relevant industry experience
- In depth understanding of child protection legislation and ability to identify relevant factors indicating a child may be at risk of significant harm
- Understanding of issues relating to mental health, gambling, drugs and alcohol, family violence, socioeconomic challenges and family separation
- Unencumbered NSW driver's licence
- Current First Aid Certificate or a willingness to obtain one

Skills

- Commitment to and a willingness and ability to promote and apply the mission & values of CatholicCare
- Demonstrated ability to reflect on feedback from others, use it as an opportunity to learn and take appropriate action
- Efficient time management including the ability to prioritise case load
- Work autonomously and/or as an effective team member
- Exceptional verbal and written communication skills capable of report writing and editing
- Negotiate and manage conflict
- Strong IT and computer skills, including a good understanding of the Microsoft Office suite (MS Word, MS Excel, and Outlook)

Desirable

- Experience in casework or equivalent experience in a similar role
- Experience working and engaging with a diverse range of individuals and groups including Aboriginal and CALD communities, community professionals and other NGO's

ATTACHMENTS

Nil

Date of Last Review: 14 December 2021 HRPD085

