

POSITION DESCRIPTION

Local Level Alliance Facilitator– Family & Child Connect

SERVICE STREAM	Family Services
LOCATION	Browns Plains
CLASSIFICATION	Level 5 - Mercy Community Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Program Manager

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

The role will raise awareness of the Family and Child Connect within the community, support the integration of joint case management processes, and support communication and inter-agency processes regarding timely client responses.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • Provide the community development component of the Family and Child Connect service within the Local Level Alliance (LLA). • Develop and maintain a broad, relevant professional network with external agencies and services, government departments, and the wider community. • Develop and coordinate location and event-based outreach strategies that focus on resourcing the community, by providing information, presentations and seminars in relation to family support.

Approved By: ED- Families & Young People Services

Approval Date:	May 2017	Implementation Date:	May 2017	Review Date:	May 2019
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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • In consultation with the line manager, develop and implement intensive outreach initiatives that will enhance the community's capacity to responds to family support needs. • Take a lead role in developing the LLA, including administrative processes. • Undertake network mapping and raise awareness of service within the area. • Support communication, integration of joint case management processes and inter-agency processes regarding timely client responses. • Work collaboratively with the relevant government departments, and other key stakeholders. • Consult and involve local Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD) communities, and relevant community groups to identify issues and to develop and implement strategies to improve the accessibility and responsiveness of the service to their needs. • Promote collaboration between regional Aboriginal and Torres Strait Islander and CALD communities, community organisations and government agencies. • Prioritise and manage tasks to ensure all client and program needs are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.

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KEY PERFORMANCE REQUIREMENTS

4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Tertiary qualifications in Social Work, Community Development, Social Science or related field.
- Previous experience within the community development and/or family support.
- Strong understanding of Aboriginal and Torres Strait Islander people, cultures and societies, and the issues that impact them in a contemporary society.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver Licence.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

Beneficial to have

- Sound understanding and knowledge of the Queensland child protection system
- Knowledge of Change Management theory and processes.

KEY SELECTION CRITERIA

1.	Demonstrated experience in, or the ability to rapidly acquire knowledge of, the family support sector, particularly prevention and early intervention.
2.	A commitment to culturally competent engagement and practice and a demonstrated respect for diversity.
3.	Demonstrated experience, knowledge and skills in community development, including the capacity to develop strong, professional networks and partnerships.
4.	Proven skills in developing information and learning packages, and delivering presentations and

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	facilitating seminars for professionals, groups and community participants.
5.	Ability to identify, develop, implement, and coordinate location and event-based strategies and activities that promote community development, building awareness.
6.	Highly developed interpersonal skills that promote the engagement of a wide variety of individuals and communities including Aboriginal and Torres Strait Islander and CALD communities.
7.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

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