

## POSITION DESCRIPTION

Family Response Facilitator– Family & Child Connect

<b>SERVICE STREAM</b>	Family Services
<b>LOCATION</b>	Choose from list
<b>CLASSIFICATION</b>	Level 5 - Mercy Community Services Enterprise Agreement.
<b>REPORTING RELATIONSHIP/S</b>	Choose from list

### 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

This role is responsible for quality service delivery to children, young people, families and the community within the Family and Child Connect service.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision &amp; Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> <li>• Practice the Sanctuary® Model, in line with MCS values.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders.</li> <li>• Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours.</li> <li>• Actively engage individuals and families contacting the FaCC, in person or via telephone.</li> <li>• Gather sufficient information from the individual or family members to inform assessment of response required.</li> <li>• Apply the Queensland Child Protection Guide, Practice Framework &amp; Common Assessment Tools to assess the response type required and action accordingly.</li> <li>• Consult with the PCPP as necessary to assess safety and risk factors for</li> </ul>

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	<p>children with a view to determining response type (including escalation to CSS RIS).</p> <ul style="list-style-type: none"> <li>• Consult with the MCS Domestic and Family Violence Specialist as necessary, where family violence is indicated with a view to assessing safety factors and associated response implications.</li> <li>• Consult with the MCS Family Response Facilitator - Aboriginal or Torres Strait Islander as necessary, where information received involves Aboriginal or Torres Strait Islander people or families, to assess cultural safety factors and associated response implications.</li> <li>• Provide information, advice, referral and linkages to relevant services as appropriate, to the assessed level of need</li> <li>• Through outreach, engage with families with multiple high level needs, and provide active case “holding” and brief intervention.</li> <li>• Liaise and collaborate with other agencies to ensure integrated approaches.</li> <li>• Prioritise and manage tasks to ensure all client and program needs are met.</li> <li>• Contribute to a positive and effective team culture that is responsive to cultural diversity and equity.</li> <li>• Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.</li> <li>• Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships.</li> <li>• Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.</li> </ul>
<b>3. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community Services policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act.</li> <li>• Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>4. Work Health &amp;</b>	<ul style="list-style-type: none"> <li>• While at work, you must;</li> </ul>

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<b>Safety</b>	<ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ 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</li> <li>○ 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</li> <li>● Whilst conducting work activities you must; <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program,</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>5. Other Duties</b>	<ul style="list-style-type: none"> <li>● Participate in staff development and team meetings.</li> <li>● Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>● Other duties as directed.</li> </ul>

### POSITION REQUIREMENTS

#### Required to have

- Tertiary qualification in Child Protection, Human Services, Social Work, Psychology or related discipline.
- Previous experience working effectively across a range of service providers, both government and non-government, to negotiate high quality service provision to families who have complex issues.
- 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

- Experience in strengths-based casework with complex families.
- Safety and Risk assessment skills.
- Sound understanding and knowledge of the Queensland child protection system.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

### KEY SELECTION CRITERIA

1.	Proven ability to engage and build rapport and trust quickly, listen effectively and manage behavioural responses including conflict, professionally; this includes a demonstrated ability to communicate sensitively and effectively.
2.	Demonstrated problem-solving approach with a focus on moving toward shared resolutions in

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	relation to key issues affecting the individual or family.
3.	Ability to assess and provide suitable and culturally appropriate responses to relevant stakeholders, in a professional manner.
4.	A commitment to culturally appropriate engagement and practice.
5.	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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