



# Family Support Specialist Position Description

<b>Reporting to:</b>	Team Leader	<b>Work location:</b>	Brisbane
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	Intensive Family Support-CALD Program	<b>Direct reports:</b>	Nil

## About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. With operations in every state and the NT, our services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

## Role Purpose

The key focus areas for the Family Support Specialist are:

- Provide support to Culturally and Linguistically Diverse families with multiple and complex needs who have been assessed as not meeting the threshold for statutory intervention, but who require significant support to improve family wellbeing and reduce risk of harm to children.
- Assertive outreach and multiple soft entry points to engage families as well as taking referrals from other agencies and services.
- Work within a case management framework and utilise a range of skills that demonstrate significant capacity to work in an assertive outreach and engagement model.
- Build family capacity by using partnership, outcomes based, strengths' perspective and client-centred approaches.
- Identify where additional assistance and external services are required, providing appropriate information, support and referrals.
- Collaborate with team members to deliver programs and support services, promoting positive and culturally respectful approaches to parenting, and child and family wellbeing.

## Key Areas of Accountability

### Service Delivery

- Provide holistic case management, delivering support to vulnerable and disadvantaged clients and supporting relationships for favourable client outcomes
- Identify strengths, establishing goals for the program and reviewing clients progress towards these goals
- Provide evidence-based information and education material
- Promote skills which increase health, safety and development
- Promote skill development through modelling, practice, discussion and other practical support
- Maintain a workspace that is conducive to the operational needs of the program

### External Support and Referral

- Assess the needs of clients and make timely referrals to appropriate, relevant, and/or specialist support services



- Link clients to local support networks
- Establish and maintain collaborative relationships with the local community, service providers and professionals including child and family support services
- When required, advocate on behalf of children, parents and or carers to access the services and support they require within the broader service system

### **Monitoring and Evaluation**

- Monitor and review program policies, procedures and practices to ensure the delivery of high quality and effective programs
- Maintain reliable data collection for program review and complete regular monitoring and reporting, in line with organisational and funder requirements
- Participate proactively in all program evaluation and debriefing, including audits and continuous improvement activities

### **Teamwork and collaboration**

- Actively participate in team meetings and discussions to contribute to a professional, cohesive environment
- Openly communicate with team members to share ideas and suggestions for program improvements and effectiveness

### **Health, safety, security and risk management**

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

### **Child protection and safeguarding requirements**

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

## **Person Specification**

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### **Essential knowledge or experience**

- Demonstrated experience in working alongside children and families, using a partnership, strengths-based and family-centred approach, to set and achieve agreed outcomes in a community development setting.
- Demonstrated knowledge and understanding of Culturally and Linguistically Diverse communities and families and an understanding of the issues affecting Culturally and Linguistically Diverse peoples in contemporary Australian society and the diversity of circumstances of Culturally and Linguistically Diverse peoples
- Demonstrated experience in using trauma informed practice
- Strong interpersonal skills and ability to establish goals collaboratively with families
- Experience in working as a member of a team and an ability to work collaboratively as well as independently
- Demonstrated experience in data collection and record keeping, such as case noting
- Ability to enter and maintain information in an electronic database
- Ability to manage a number of key relationships and to work in collaboration with stakeholders



**Desirable knowledge or experience**

- Knowledge and understanding of the stresses on vulnerable families and the range of family risk and protective factors which impact on child outcomes
- Knowledge and experience in group processes and facilitation, especially with vulnerable families
- Experience in delivering intensive interventions with families in their homes
- Knowledge of effective parenting and behaviour management techniques

**Required qualifications and accreditations**

- Degree in a relevant field such as Psychology, Social Work, Human Services or Social Sciences, or significant equivalent experience
- First Aid Certificate or ability to attain one

**Additional Information**

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- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia’s Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

**Driver’s Licence:** Required  
**Working with Children Check:** Required

**Travel:** Required  
**Assets:** Laptop/other