

# Family Support Worker

## Position Description

<b>Reporting to:</b>	Team Leader	<b>Work location:</b>	Gold Coast
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	SEQ DFV 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 Worker are:

- Provision of quality service delivery
- External partnerships and referrals
- Monitoring, evaluation and reporting
- Teamwork and collaboration

### Key Areas of Accountability

#### Service Delivery

- Maintain a moderate caseload, delivering family support to vulnerable and disadvantaged families and supporting parents in their parenting role
- Identify a family's strengths, establishing goals for the program and reviewing families' progress towards these goals
- Provide evidence-based parenting information and education material
- Promote skills which increase child health, safety and development
- Promote family skill development through modelling, practice, discussion and other practical support
- Work with families to source appropriate, safe and sustainable accommodation free from violence

#### External Support and Referral

- Assess the needs of children/young people and carers and, with support from the Team Leader, make timely referrals to appropriate, relevant, and/or specialist support services
- Liaise with the local community, service providers and professionals including key local child and family support services
- Link families to local support networks as needed
- When required, advocate on behalf of the child and their family to access the services and support they require, after consultation with your Team Leader
- Provide support with new client intake processes, assisting with risk / needs assessments within a trauma informed case management framework

#### Monitoring and Evaluation

- Assist with the collection and recording of program data

- Contribute to program evaluation and planning, building on existing strengths and seeking opportunities for enhancement and improvement
- Participate in program debriefing to maximise impact of service provisions to families and children
- Participate in case reviews with the team to improve client outcomes

#### **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**

- Understanding of working with families who have experienced Domestic and Family Violence.
- Knowledge or experience working with low socio-economic and socially or geographically isolated families
- Good interpersonal skills
- 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
- Ability to keep accurate records of work undertaken
- Ability to enter and maintain information in an electronic database
- Ability to work flexibly
- Ability to manage a number of key relationships and to work in collaboration with stakeholders
- Willingness to participate in flexible after hours rostering as required

#### **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
- Knowledge of effective parenting and behaviour management techniques

#### **Desirable qualifications and accreditations**

- Diploma or similar qualification in a relevant field such as Social Work, Human Services or relevant experience

## 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/phone