

POSITION DESCRIPTION

Position Title:	Family Support Worker
Classification Level:	Health Professional & Support Services Award 2010
Date Effective:	February 2021

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) aims to improve outcomes for Aboriginal and Torres Strait Islander people leading to life changing primary health care. Our service is an Aboriginal Community Controlled Organisation working to improve health outcomes and wellbeing for the Indigenous community.

Mulungu has three tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner but work in cohesion to deliver outcomes for our community in which we serve.

This position is located within the Mareeba Children and Family Centre. The Mareeba Children and Family Centre aims to improve outcomes for Aboriginal and Torres Strait Islander children in their early years by improving access to integrated early childhood education and care, parenting and family support, and child and maternal health services.

2. Purpose of the Position

The purpose of the position is to work with parents and children at risk of, or experiencing, social and emotional wellbeing and/or mental health issues to develop and implement effective strength-based strategies to enable resilience in addressing daily life stressors and provide support to access services. This position will assess the needs of the family, help resolve issues and promote wellbeing, human rights, and social justice.

3. Scope of the Position

The Family Support Worker have a responsibility to:

- Work as a member of the Mulungu Family services multidisciplinary team
- Work collaboratively with Aboriginal and Torres Strait Islander families in Mareeba to identify strengths, mitigate risk factors, increase capacity for resilience and promote positive family relationships.
- Engage local Aboriginal and Torres Strait Islander families to actively make sense of the issues affecting their lives, set goals for improvement act through empowerment and participative processes.



- Provide one-on-one interventions to families, including community and home visiting, living and home making skills, and practical support.
- Provide and/or facilitate access for families to a range of parenting programs to increase parenting skills and parent-child attachment and bonding.
- Provide access to and deliver comprehensive health assessments.
- To work collaboratively with other professionals to provide services to children and families and the broader Aboriginal and Torres Strait Islander community.

The Family Support Worker is accountable to:

- The Senior Program Co-Ordinator and the wider community for practice according to the philosophy, policies, and goals of the program and organisation.
- The Senior Program Co-Ordinator and Family Services Team Leader of Mulungu Family Services for a high standard of work practice.
- Responsible for setting priorities, planning and organising personal workload, with minimal direction Senior Program Co-Ordinator.

4. Organisational Structure and Reporting Relationships

- The position of Family Support Worker reports directly to the Senior Program Co-Ordinator.

5. Primary Duties and Responsibilities

Reporting

- Ensure collection of accurate client information and data, maintain case file notes, and prepare reports.
- Develop and deliver culturally appropriate case records and maintain statistics;
- Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities.
- Liaise with the Senior Program Co-Ordinator and other team members to assess, plan and document Culturally Appropriate Support Plans to meet the reporting requirements.

Client Servicing

- Implement a culturally relevant, strengths-based, family centered support service for Aboriginal and Torres Strait Islander children and their families;
- Undertake assessments and interventions in partnership with families in accordance with approved case management protocols;
- Provide direct Case Management support, advocacy and referral to clients in accordance with agreed case plan goals and responsibilities;

- Develop and maintain working relationships with internal and external service providers to enable shared case management, referral pathways and ongoing support for clients after exiting the Service.
- Provide support, information, solutions and education to individuals and/or family members and other professionals encountered in the provision of the service;
- Establish, promote and model positive and supportive relationships with children and families.
- Maintain professional development in order to ensure safe and current practice including participation in approved regular professional supervision.

Quality Improvement

- Participate in meetings, supervision, and performance reviews in accordance with organisational requirements.
- Participate in social and emotional wellbeing education and health promotion programs to maintain professional standards of practice in the delivery of safe client care;
- Contribute to continuous improvement processes and participate in quality assurance activities to ensure compliance with relevant standards and safe, effective service delivery.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment;
- Take all reasonable action to protect Mulungu assets from damage and or loss and report and document any workplace accidents/incidents to your supervisor.
- Perform other duties associated with the position as directed by the Team Leader of the Family Care Service or by the Family Services Manager.

Legend = Purple reporting, Client Servicing = Green, Red = QI

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Qualifications of Certificate III or IV in Welfare Studies or Diploma / Degree in Welfare Studies or equivalent, or Bachelor of Social Work qualification or willing to work towards same.

2. Skills, Knowledge and Ability

- Experience working with Aboriginal and / or Torres Strait Islander communities and understanding of indigenous history and cultural lifestyles;
- Well-developed interpersonal skills with the ability to communicate effectively with the community, particularly Aboriginal and Torres Strait Islander families;
- Experience in solution brokering for family and related issues to Aboriginal and Torres Strait Islander peoples;



- Familiarity with and supporting attitude toward capability building with Indigenous communities;
- Understanding of the development context and experience in building individual and community capabilities;
- Capacity to develop rapport with a wide range of diverse groups and gain their confidence and commitment;
- Sound judgment to think through complex issues and develop workable solutions to challenges;
- Demonstrated negotiation skills to sell difficult concepts and influence positive outcomes;
- Strong work ethic and be a self-starter;
- Strong people skills with excellent listening capacity;
- Ability to function in a multi-disciplinary team and ability to function independently;
- Conflict management skills, knowledge and understanding of quality improvement processes;
- Knowledge of or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.

3. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must have a Working with Children Blue Card.
- Willing to undergo an Australian Federal Police check.
- Willingness to drive a 14 seater bus if required.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.

Working Conditions

- Based in Mareeba
- Travel as required for service delivery and professional development

Financial Delegation

- Nil

PART C: KEY PERFORMANCE INDICATORS

KPI 1 40% of 0-4 yo registered with the service having Health and Wellbeing Assessments completed and Support Plans developed and implemented.

KPI 2 90% engagement with referred children and their families

- KPI 3** 100% of outgoing referrals to appropriate services during family's support plan period are documented.
- KPI 4** 75% increased attendance and engagement of parents in local programs that meet identified needs including but not limited to the below:
- Child and Maternal Health services
 - Early Learning
 - Client's Personal development e.g. cultural connections and positive lifestyle changes.
- KPI 5** 75% clients increased family wellbeing during the support plan period.
- KPI 6** 100% of client records have clear concise information.
- KPI 7** 100% targeted service delivery hours per week

PART D: SELECTION CRITERIA

- SC 1** Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- SC 2** Demonstrated experience and knowledge of Aboriginal and Torres Strait Islander cultures and the social, economic and cultural factors affecting Aboriginal and Torres Strait Islander people in today's society.
- SC 3** Developed interpersonal and communication skills including the ability liaise and network with a range of stakeholders as well as effectively advocate for, and articulate the interests of, Aboriginal and Torres Strait Islander children, young people and families.
- SC 4** Demonstrated ability to work independently with limited supervision, together with the ability to work in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature and meet organisational demands.
- SC 5** Demonstrated ability to implement case management approaches to service delivery including the ability to undertake crisis intervention and work with individuals and families with complex needs.
- SC 6** Knowledge and understanding of integrated service delivery to enhance the health, education and wellbeing of children and their families.
- SC7** Demonstrated experience in the delivery of parenting and family support program development including planning, organizational skills, time management, and the delivery of evidenced based practice outcomes.
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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature _____ Date ____/____/____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date ____/____/____