



# Mulungu

Mulungu Aboriginal Corporation Primary Health Care Service

## POSITION DESCRIPTION

**Position Title:** Family Support Officer  
**Classification Level:** Health Professionals and Support Services Award 2010  
**Date Effective:** July 2020

### PART A: POSITION SPECIFICATIONS

#### 1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Health and wellbeing services to a designated geographical area within Mareeba and surrounding districts. Mulungu has three tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner and work in cohesion to deliver outcomes for our communities.

This position is located within the Mulungu Family Services which is responsible to provide access for Aboriginal and/or Torres Strait Islander families to integrated services that are responsive to community needs.

This service aims to improve outcomes for Aboriginal and Torres Strait Islander children and families by improving access to culturally appropriate parenting and family support, integrated early childhood education and care, and child and maternal health services.

#### 2. Purpose of the Position

This position provides support across the Mulungu Family Services programs to promote children and young people's wellbeing, education and development.

The primary purpose of this position is to provide support for those vulnerable children and young people to ensure a child's wellbeing, educational and developmental needs are supported with access and referral to the right support services at the right time.

#### 3. Scope of the Position

- The Family Support Officer has no delegated authority and reports to the Family Services Team Leader.

- Provide a range of flexible, responsive support services to meet the identified needs of program participants
- Assist in the development and monitoring of Family Action Plans and goal setting with children, youth and their families.
- Responsible for recording observations of individual children or groups of children for program planning.
- Ensure effective, efficient and equitable delivery of culturally appropriate services which reflect the philosophy and objectives of Mulungu.
- Maintain confidentiality in line with policies and procedures, specifically in line with legislation including the Privacy Act. This will include inappropriate conversations with internal and external stakeholders.
- Undertake and implement the requirements of the Human Services Quality Framework.

**The Family Support Officer is accountable to:**

- The Chief Executive Officer, Board of Directors, Family Services Team Leader and the wider community for practice according to the philosophy, policies and goals of the Mulungu Family Care Service.
- The Family Services Team Leader for a high standard of work practice, good communication enabling effective and quality program delivery and team cohesiveness.
- Mulungu Family Service staff for effective communication and work relationships including shared work responsibilities.

**4. Organisational Structure and Reporting Relationships**

- The position of Family Support Officer reports directly to the Family Services Team Leader.
- Refer to the organisational chart for details of where the position is located within the wider organisational structure.

**5. Primary Duties and Responsibilities**

**Reporting**

- Monthly reporting against the performance indicators outlined in the Service Agreement for: community engagement; staffing; service delivery; and administration.
- Ensure that records are maintained accurately for each child and young person.

- Provide regular feedback to other support and case workers within the multidisciplinary teams within the Family Services programs on progress for children and young people.
- Monthly reporting to the CEO, FSM and Management Committee on progression of service delivery and strategies to overcome arising issues.

### **Quality Improvement**

- Facilitate, monitor, evaluate, and implement continuous quality improvement processes and reviews using evidence-based approaches and best practice in integrated service delivery.
- Provide support to the Mulungu Family Services teams enabling a cohesive workforce.
- Timely action and management of Mulungu's QC
- Maintain professional standards of practice in the delivery of safe client care
- Develop and maintain professional conduct in the workplace by adhering to policies and procedures including but not limited to: HRM; Workplace Health and safety; and Antidiscrimination as applied in the work environment.
- Review and evaluate own practice by participating in performance development processes and be willing to undertake further training or studies as per recommended actions from your Individual Work Plan.

### **Client Servicing**

- Build sustainable effective relationships and partnerships across local service delivery systems and with local Aboriginal and Torres Strait Islander families, elders and leaders for the delivery of children and family services.
- Engage children and young people in identifying goals that contribute to the development of wellbeing, education and milestone achievements.
- Support children and young people in education and vocational programs that increases attendance and engagement.
- Ensure maximum participation by children, youth, families and community members in the Mulungu Family Services Programs.
- Communicate and promote services to the local community and in particular the target client group, Aboriginal and Torres Strait Islander children and families.
- Participate in Social Emotional Wellbeing education and health promotion.
- Develop a good rapport with participating children, youth, families and community and share positive information about the children and young people with their families.
- Interact with supervisors demonstrating respect and professional conduct at all times. Follow appropriate lines of escalation if grievances arise

- Where relevant assist young people to develop positive lifestyle skills
- Provide support for referred families with children and young people, making referrals to other community agencies as required.
- Perform other duties associated with the position as directed by the Family Care Services Co-ordinator or by the Family Services Manager.

## **PART B: PERSON SPECIFICATIONS**

### **1. Qualifications**

- Minimum Certificate 3 in Community Services / Youth Work or equivalent or willing to obtain.
- Commitment to ongoing professional development and learning.

### **2. Experience**

- To be successful in this role you will have minimum of one-year experience in working with children and young people.

### **3. Skills, Knowledge and Ability**

- Demonstrated sound level knowledge and understanding of child and youth developmental milestones.
- Demonstrated communication skills and the ability to relate positively to children and families.
- Ability to work within a multi-disciplinary team in line with contemporary HRM practices including Workplace Health and Safety, Equal Employment Opportunity and Anti Discrimination.
- Understanding of issues impacting on Aboriginal and Torres Strait Islander families particularly those relating to family support, education and/or health.
- Demonstrated ability to work effectively with Aboriginal and Torres Strait Islander families and communities and in accordance with local community protocols.
- Ability to quickly acquire knowledge of relevant legislation, policies and practice guidelines that relate to the operations of Mulungu Family Services.
- Demonstrated ability and willingness to work flexibly in relation to the child and family service.
- Sound interpersonal skills with the ability to communicate effectively including electronic and written communication.
- Knowledge and understanding of quality improvement processes.

#### **4. Additional Factors**

- Possession of a current 'C' Class Driver's Licence (Queensland) is required. Preferable with Drivers Authority or ability to obtain
- Must have or be able to obtain a Working with Children Blue Card prior to commencement
- Must be willing to undergo an Australian Federal Police check.
- Ideally you will have first aid, CPR, asthma and anaphylaxis training.
- Provide Covid Vaccine Digital Certificate (found in MyGov)

#### **WORK AREAS & LOCATIONS**

- Based in Mareeba and required to deliver services to other locations
- Will include working after 5pm and weekend work
- Travel as required for service delivery and professional development

#### **PART C: KEY PERFORMANCE INDICATORS**

- KPI 1** 90% engagement with referred children and young people
- KPI 2** 90% of children and young people engaging have strategies for support and are clearly documented
- KPI 3** 100% of outgoing referrals to appropriate services during family's case summary period are documented.
- KPI 4** 75% of child and young persons needs have improved during the engagement period
- KPI 5** Increased attendance and engagement of early learning, school or vocational programs for children and young people during case summary periods.
- KPI 6** 90% of school or attendance in other programs are recorded in client management systems which could demonstrate Increased or decreased attendance and engagement of early learning, school or vocational programs for children and young people during case summary periods.
- KPI 7** 100% of client records have clear concise information.

#### **PART D: SELECTION CRITERIA**

- SC 1** Experience working in an interagency environment and demonstrated ability to develop and foster relationships with a wide range of key stakeholders including community groups, government, and non-profit service providers.
- SC 2** Experience working with Aboriginal and / or Torres Strait Islander children, families, and communities and demonstrated knowledge of Aboriginal and Torres Strait Islander culture, health and wellbeing needs.

- SC 3** Demonstrated experience in child and youth engagement strategies to achieve service delivery outcomes.
- SC 4** Knowledge and understanding of child and youth issues, family and community-based programs and interventions which enhance the health, education and wellbeing of children and their families.
- SC 5** Demonstrated interpersonal and communication skills (oral and written) to work in a multi-disciplinary team structure, including the ability to organize and coordinate group activities.
- SC 6** Knowledge of, or ability to acquire, human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.
- SC7** Demonstrated time management skills including planning and organisational skills.

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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature: \_\_\_\_\_  
(Chief Executive Officer)

Date:

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:

