

## POSITION DESCRIPTION

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**Position Title:** Family Development Officer  
Full Time and Part Time

**Classification Level:** Health Professional & Support Services Award 2020 – Level 2

**Date of Approval:** June 2023

### PART A: POSITION SPECIFICATIONS

#### 1. Operational Management Environment

The establishment of the Family Wellbeing Service is an outcome of the Queensland Child Protection Commission of Inquiry and in particular, recommendations 11.1 and 11.6. The purpose of the Family Wellbeing Service is to support Aboriginal and Torres Strait Islander children and families across a range of contexts, including early intervention, to keep children and young people safely at home with their families and in their community.

The Family Care Services will work with families with children that are subject to ongoing intervention by Child Safety Services or require early intervention responses that prevent children from entering the statutory child protection system.

The Family Care Service is located within Mulungu Aboriginal Corporation Primary Health Care Service and forms part of the Family Services Team, which is responsible for addressing the social and emotional health needs of the community and its members. These services are provided to a designated geographical area within Mareeba and Tablelands and surrounding districts.

#### 2. Purpose of the Position

The purpose of the position is to manage a caseload of families and deliver interventions in accordance with approved case management protocols to enhance the capacity of a family to keep their children safely at home.

This position is responsible for working with Family Care Service clients to provide culturally appropriate support services to Indigenous people suffering with complex issues impacting on their social and emotional wellbeing.

Assist clients to develop goals and aspiration to improve wellness for clients and families. Follow through with clients and their families, staff and other services to ensure clients continued progression. The role will facilitate the development of a client action plan and work alongside clients, using sound coaching principles and techniques, to guide the progression of activities.

### 3. Scope of the Position

The position Family Enhancement Officer has no delegated authority.

The Family Enhancement Officer is accountable to:

- The Executive Officer, the Board of Directors and the wider community for practice according to the philosophy, policies and goals of the centre.
- The Family Services Manager and the Children and Team Leader of the Family Care Service for a high standard of work practice.
- The Family Services Team for effective communication and work relationships including shared work responsibilities.

### 4. Organisational Structure and Reporting Relationships

The position of Family Enhancement Officer reports to Team Leader of the Family Care Service.

Refer to the organisational chart for details of where the position is located within the wider structure.

### 5. Primary Duties and Responsibilities

#### Reporting

- Liaise with the Team Leader and other members of the Family Care Service to assess, plan and document Case Plans to meet the statutory and reporting requirements.
- Ensure collection of accurate client information and data, maintain case file notes and prepare reports.
- Prepare reports as necessary to ensure that adequate and appropriate case records and statistics are kept;
- Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities.

#### Client Servicing

- Implement a culturally relevant, strengths-based, family centred support service for Aboriginal and Torres Strait Islander children, young people and their families;
- Undertake assessments and interventions in partnership with families in accordance with approved case management protocols;
- Provide direct support, advocacy and referral to clients in accordance with agreed case plan goals and responsibilities;
- Develop and maintain strong links with a wide range of service providers to enable the provision of a holistic service that addresses the needs of the family as identified in case plans;
- Provide Case Management services for Indigenous people who are within your case management portfolio;
- Work collaboratively with service providers where shared case management is contained in the client case plan.
- Liaise and consult with community members and organisations with relevant resources to plan programs and undertake group work of an educational, therapeutic and supportive nature as appropriate;

- Develop and maintain working relationships with 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;

#### 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;
- Maintain appropriate files and case notes as per organisational policies and procedures;
- 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;
- Work within the bounds of approved policies and procedures and abide by the Code of Conduct of the organisation;
- Take all reasonable action to protect Mulungu assets from damage and or loss.
- Report and document any workplace accidents/incidents to your supervisor.
- Evaluate own practice by participating in performance development processes;
- Contribute to Family Services documentation review processes;
- 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

#### • **Qualifications**

- Qualifications of Certificate III or IV Aboriginal and Torres Strait Islander Health Worker, Welfare Studies or Diploma / Degree in Welfare Studies or equivalent.

#### • **Skills, Knowledge and Ability**

- Experience working with Aboriginal and/or Torres Strait Islander communities and understanding of indigenous history and cultural lifestyles.
- Ability to communicate effectively with the community, particularly Aboriginal and Torres Strait Islander families.
- Experience in advocating for family and related issues to Aboriginal and Torres Strait Islander peoples.
- Ability to develop rapport with a wide range of diverse groups and gain confidence and commitment.

- Sound judgment to think through complex issues and develop workable solutions to challenges;
  - Demonstrated negotiation skills to influence positive outcomes;
  - Strong work ethic and ability in a multi-disciplinary team as well as 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.
- **Standards of Practice**
    - Maintain professional standards of practice in the delivery of safe patient care;
    - Practice within an evidence-based framework;
    - Participate in ongoing professional development of self and others.
- **Additional Factors**
    - Current 'C' Class Driver's Licence (Queensland) is required.
    - Must possess or be eligible to obtain a Working with Children Blue Card.
    - 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.

## PART C: SELECTION CRITERIA

- SC 1** 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.
- SC 2** 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 3** Demonstrated ability to work independently with limited supervision, together with the ability to work in a multi-disciplinary team environment, prioritise and meet deadlines.
- SC 4** 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 5** Understand current Queensland Child Safety legislation, ability to manage matters of a sensitive and confidential nature.

## PART D: KEY PERFORMANCE INDICATORS

**KPI 1** Number of referrals received internally and externally (5) and number of referrals made to other relevant providers.

- Number of internal referrals followed up and contact made
- Number of external referrals made

**KPI 2** Number of Case Assess Plans developed and number of Support Plans documented and implemented

**KPI 3** Number of Support Plans documented and implemented

**KPI 4** Number of types of activities conducted towards:

- a) Meeting social and emotional wellbeing of clients
- b) Number of partnership activities (including linking, promotion of program and development of referral pathways and joint program management)
- c) Client's Personal development e.g. cultural connections and positive lifestyle changes.

**KPI 5** Number of outcomes e.g. Clients Personal development, client appointments eg Health Check and a Care Plan.

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

Employer 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 Signature: \_\_\_\_\_ Date