

Family Support Case Worker

Project:	Riverwood Children, Youth and Family services.
Location:	151 Belmore Road North, Riverwood NSW 2210
Award:	SCHADS Modern Award 2010 Grade 3
Hours:	18 hours per week
Status:	Permanent part time
Responsible to:	Team Leader, Family Support Service / Manager, Child, Youth and Families Services
Aim of Role:	<p>The position aims to strengthen and support families by</p> <ul style="list-style-type: none">• assisting with parenting and living skills,• providing emotional and practical support,• facilitating access to other services• linking families with local support networks and advocating on their behalf as required

ACCOUNTABILITY:

It is the policy of Riverwood Community Centre that all staff:

- Operate in accordance with the RCC constitution and current policies and procedures, including the WH&S Policy and Procedures.
- Operate in accordance with appropriate legislation including WH&S, anti-discrimination etc.
- Operate within the guidelines and service agreements of funding bodies.
- Participate in staff meetings and attend appropriate training.
- Participate in supervision, planning days and staff appraisals.

In addition, the Family Support team will work within the parameters of the Family Support Policy and Practice Manual and adhere to the Children and Young Persons (Care and Protection) ACT 1998 (NSW).

DUTY STATEMENT

Service Delivery

The Family Support Worker will work as a member of the Family Support team to

- Provide effective case management to families at risk who reside in Riverwood and surrounding areas
- Provide one-on-one intervention to families, including community and home visiting and practical support
- Co-facilitate the Parents' Support Group Program on Wednesdays between 10:00am -12:00pm (with exception of

excursions) during the school term with a Project Worker from Wesley Mission.

- In collaboration with other community agency staff, deliver other short term programs that promote positive and dynamic approaches to parenting, early childhood education and intervention, and child and family wellbeing

Administration

The worker will follow Family Support Service Case Management Policy and Procedure by

- Ensuring all new referrals and assessments are passed on to the Family Support Team Leader for further processing.
- Informing referrers of the outcome of the assessment meeting
- Completing the Family Support Intake Form and Case Plan with new clients.
- Ensuring that all new clients sign the Consent to Exchange Information Form and the agreed upon Case Plan Form.
- Completing case notes in the client's folder after each contact
- Completing the Exit Plan Form with the client upon completion of Case Plan or change of area.

The worker will also

- Ensure that the Parents Support Group program is created according to the clients' interests and needs.
- Ensure the program is posted to all group participants two weeks prior to commencing.
- Ensure attendance lists are kept up to date.
- Report any concerns/issues to the Family Support Team Leader.
- Complete on a daily basis the TEI Data Statistic Sheet.
- Attend the Family Support Service's weekly team meeting.
- Perform other duties as required by the Family Support Team Leader.

Service Promotion

- Promote the service, including the Parents' Support Group, to prospective clients through networking with key stakeholders.
- Key Relationships: Children and families using the service, Riverwood Children's Centre, Government and non-government services, Family Support Team and Managers at Riverwood Community Centre.

Centre Responsibilities

- provide a monthly report on team activities/development for the Management Committee
- Comply with all requirements set by the Riverwood Community Centre's occupational health and safety policy and procedures
- Commitment to and participation in the operation of the Riverwood Community Centre including :
 - a) Attendance at volunteers Christmas party

- b) Attendance at the Annual General Meeting
- c) Attendance at the Riverwood Festival
- d) Participation in weekly intake duty

Date of Revised Job Description: June 18

Next Review Date: June 2019

SKILL AND KNOWLEDGE COMPETENCIES FOR THE POSITION OF FAMILY SUPPORT CASE WORKER

ESSENTIAL Criteria

- Has extensive experience in casework, case management and in providing support, referrals and follow up with families and children in needs of support.
- Has sound knowledge of issues affecting CALD families with children 0-12 years
- Can demonstrate experience in working with families, children and young people using strengths-based and family-centred approach, to achieve agreed outcomes.
- Understanding of TEI or relevant legislations and how it relates to the care and protection of children.
- Has highly developed communication and interpersonal skills including the ability to negotiate and advocate on behalf of families.
- Can demonstrate community sector experience.
- Has knowledge and experience in group processes and facilitation, especially with vulnerable families and children
- Has experience in planning, implementing and evaluating parenting workshops, information sessions, trainings, projects relevant to families and children
- Has sound understanding of networks and is able to utilise them effectively.
- Is reliable, professional able to meet deadlines, work independently and participate as part of the team
- WWCC and criminal check required

DESIRABLE

- community language

BACKGROUND CHECKS

Working With Children Check – Yes

Police Criminal History Check – Yes