



Position Description

Position Title	Family Worker – Integrated Family Services
Directorate	Family Services
Reports to	Team Leader Integrated Family Services
Date of Job Description	28/11/2017
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 4, Caseworker with a salary range of \$52,272 - \$65,482, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata.
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Family Services directorate is responsible for the delivery of the following programs:

- Home Based Care (Foster Care and Therapeutic Care)
- Integrated Family Services
- Family Preservation
- Stronger Families
- Refugee Minor Program
- Support for Relative and Kinship placements
- Children and Schooling Program
- Family Support Programs
- Safe Aboriginal Youth Program - Night Patrol
- Safety and Wellbeing Program
- Family Referral Service
- Wemburra Tulkalana

Services are delivered in the Mallee and across the river into far west NSW. This position is based in Mildura and has responsibility for services delivered in the Northern Mallee.

Integrated Family Services (IFS)

IFS is a Department of Health and Human Services funded family services response developed to address the high incidence of re-notification of families to the Child Protection system with parenting and welfare concerns. The service is delivered through a partnership arrangements which entails a collaboration of agencies including Mallee Family Care (MFC), Mallee Accommodation Support Program (MASP), Centacare, Mallee and District Aboriginal Services (MDAS), Department of Health and Human Services (DHHS), Mallee Track Health and Community Service (MTHCS) and Anglicare Victoria. Our aim is to provide families with a range of intervention and support services to increase their capacity for appropriate parenting and to reduce and or eliminate Child Protection involvement.

Key Responsibilities & Duties	Performance Expectations
To provide hope, encourage change and reward success in families:	To be a good role model for families and young people in our community. To support carers and parents to raise happy and healthy children.
Intake and Assessment for program area:	Make contact with families within three working days of receipt of referral from Child FIRST. Undertake assessments for families presenting at Mallee Family Care. Utilise the Best Interest Case Practice Model Risk Assessment tool. Complete pre-home visit checklist prior to first home visit. Develop Family Action Plan with family within the first month of support. Undertake home visits. Gather relevant information from external sources to inform best practice. Demonstrate knowledge of child protection legislation relating to family work and child protection practice within the community based sector. To develop and implement risk assessments and family action plans appropriate to the needs of children and their parents/caregivers.
Ensure best practice:	To work in partnership with families. Undertake regular and at times unannounced home visits. To assess the needs of individuals and families and provide linkages with appropriate organisations to enable clients to achieve their maximum potential. Develop Family Action Plans according to the practice manual and the needs of the family. To undertake periodic review and any renegotiation of family goals. Facilitate Family Support / Care Team Meetings. To work as part of a team.

	<p>To understand and operate within the child protection system.</p> <p>To practice in a culturally sensitive manner, ensuring that children’s cultural needs are being met.</p> <p>Collect service user feedback.</p> <p>Ensure quality assurance requirements are met.</p> <p>To ensure adequate lines of communication are maintained amongst all and promote sound communication within the team and the broader service system.</p> <p>Advocate on behalf of clients when they are unable to do this for themselves while building their capacity to do this in the future.</p> <p>Develop a shared approach with external and internal agencies and programs.</p> <p>Flexibility with hours of work to cater for the needs of the families.</p> <p>Keep abreast of changes to DHHS standards and evidenced based best practice.</p> <p>Attend monthly peer support meetings.</p> <p>To undertake casework with families who are referred to the program with children aged 0-18 years who are deemed at risk of, or who have a history of protective services involvement.</p> <p>To provide direct family support services in an assertive outreach capacity.</p> <p>To provide in home support to carers with children with particular focus on the following:</p> <ul style="list-style-type: none"> - Establishing and maintaining healthy family routines eg sleeping patterns - Nutrition and feeding - Child safety and risk assessment - Play and stimulation - Parental well-being in relation to their care of children - Parent/child bonding and attachment - Children’s behaviour - Understanding child development - Transition stages - General parenting <p>Work in consultation with Child Protection and Mallee Child and Family Services Alliance partner agencies in the Best Interests of the Child.</p> <p>To work as part of a team that has been established to meet the specific and identified needs of vulnerable families.</p> <p>Work within the parameters of the Children, Youth and Families Act, 2005</p>
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	<p>To engage children and families using a strengths based approach to practice.</p> <p>As appropriate, to develop and facilitate group work to enhance the parenting skills of the client base.</p> <p>To assist in the development and implementation of appropriate service user feedback processes and regular program evaluation assessments, ensuring the program operates in accordance with quality assurance and best practice principles.</p> <p>Work co-operatively within a team setting recognising expertise and the contribution of all members.</p>
<p>Reporting and data requirements:</p>	<p>Establish and maintain client files, maintain statistical records, and prepare case notes and reports as required.</p> <p>Collect data and prepare reports in line with agency and funding and service agreement requirements:</p> <ul style="list-style-type: none"> - Case notes on progress - Family Action Plans - IRIS - Risk Assessments - Client closure process <p>Regular contact with Child Protection and utilisation of the Community Based Child Protection Worker as required.</p>
<p>Represent agency and program:</p>	<p>Represent the agency and directorate in relevant, public or professional forums.</p> <p>Attend all meetings as necessary to provide input into service provision, including staff meetings, review meetings and case/team meetings.</p> <p>To work cooperatively within a team setting recognising the expertise and contribution of all members.</p> <p>To facilitate family support / care team meetings to ensure that everyone is working together to address the identified concerns.</p> <p>To ensure adequate lines of communication are maintained amongst all staff and promote sound communication between service areas and the Integrated Family Services Team.</p> <p>To regularly liaise with the relevant statutory bodies and any other agencies involved with the family.</p>

<p>Quality Improvement:</p>	<p>To ensure that practice is in line with relevant standards and that we are achieving positive outcomes with families. To review files to ensure quality assurance requirements are being met. Completion of work within timelines. Participate in agency audits – internal and external. Gather feedback and report this appropriately. Timely response to matters identified in corrective action records. To contribute to policies and procedures in relation to the agency, program, intake, assessment and case allocation. To assist in the implementation of systems and structures to promote the good governance of the program and fulfil our funding requirements.</p>
<p>Managing the agencies programs and resources:</p>	<p>Review program manual as required. Identify resource issues and discuss these with the team leader. Complete one page profile and keep up to date. Use any TIL in a timely manner as agreed with the Team Leader. Utilise internal resources such as fellow colleagues and programs.</p>
<p>Participate in the agency's On-call / Re-call roster as required.</p>	<p>Participate in the agency's On-call / Re-call roster.</p>
<p>To participate in regular supervision and learning.</p>	<p>As per Mallee Family Care Supervision Policy.</p>
<p>To be compliant with e3Learning courses.</p>	<p>Completing allocated courses every quarter.</p>
<p>To undertake other duties as may reasonably be required.</p>	<p>Undertaking other duties required by your Line Manager.</p>

Qualifications and Experience:

- A person employed as a Case worker will be expected to have significant previous relevant experience in the field and will be required to hold an accredited qualification relevant to the position at Diploma Level or above.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.
- Experience in dealing with children who have experienced trauma and interrupted attachment preferred – but not essential.

Key Selection Criteria:

- Well-developed verbal and written communication skills that include the ability to constructively provide open and honest feedback to families in relation to both strengths and deficits in parenting skills/practices.
- Time management, planning, organisational skills and ability to share information with other workers.
- Ability to liaise effectively with the public on sensitive issues relating to family relationships.
- A sound understanding of the casework issues as related to the target group, including a demonstrated awareness of cultural sensitivity.
- Demonstrated high levels of interpersonal relations, including the ability to actively engage families that maybe unwilling to receive services. This requires personal attributes such as the ability to demonstrate empathy, persistence, openness and honesty.
- Ability to work independently and as part of a team.
- Positive and mutually respectful relationship with all clients, colleagues, volunteers and other organisational stakeholders.
- A demonstrated understanding of relevant risk and needs assessment frameworks and appropriate application of these.
- A demonstrated understanding of child development and factors that can impact on a child's development, including early indicators and patterns of behaviours leading to cumulative harm.
- A demonstrated understanding of the inter-generational factors and complex inter-relationships between extended family members that can promote and impede their capacity to collaboratively provide good care of a child.
- Strong commitment to strengths based practices, advocacy, client confidentiality and privacy.
- Appropriate qualifications and experience.

Organisation Structure and Values

Mallee Family Care is an Incorporated Association with an elected community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Director, Director Corporate Services, and Director Client Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver’s Licence.
- Police Check
- Working with Children Check

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after two years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (were appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment

Applications addressing the Key Selection Criteria outlined in this position description should be sent to:

Attention: Maree Fullgrabe
Mailed to PO Box 1870, Mildura 3502
Hand delivered to 122 Ninth Street Mildura 3500
Emailed to mfullgrabe@malleefamilycare.com.au
Closing date for applications: 5.00pm Wednesday, 17 January 2018

Office Use Only

Position Description Approved by Director

Name: _____

Signature: _____

Date: ____/____/____

Copy of Position Description forwarded to Human Resource Manager YES NO