

SOUTH BURNETT CTC INC POSITION DESCRIPTION

FAMILY SUPPORT WORKERS - MURGON FAMILY AND CHILD CONNECT SOUTH BURNETT SERVICE CTC YOUTH & FAMILY SERVICES

Position Types	1) Permanent Part Time (approx 3 - 4 days per week) 2) Temporary to 31 July 2018 (38 hours per week) Flexibility and accountability in how these hours are worked – the spread of hours per week day can range between 6.00am and 8.00pm
Coverage	South Burnett including Cherbourg
Target Group	Families of vulnerable children and young people (unborn up to under 18 years) who are at risk of entry or re-entry into the statutory child protection system
Based at	Murgon
Reports to	Coordinator – Family and Child Connect Service (based at Somerset Street, Kingaroy)
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). QCSCA Transitional Pay Equity Order (TPEO). Level 3 or 4 depending on qualifications and experience Full Time Gross Weekly Rate approximately \$1,100 to \$1,300 per week + superannuation + salary packaging. Pro-rata for Part Time

Program Purpose

Family and Child Connect is a local Community Based Intake and Referral Service connecting families to the right support at the right time.

Family and Child Connect forms part of a service system that together with Child Safety supports the achievement of the following system-wide outcomes:-

- More efficient child and family support services – reduction in unnecessary referrals to Child Safety
- Reduction in children at risk and in care – increased use of referral services by clients; and increase in services matched to needs of high risk families
- Improved outcomes for at risk families and children – reduction in children harmed; and increase in referrals to secondary support services

Family and Child Connect South Burnett enables families under stress to access the support they need as early as possible without being involved in the statutory child protection system through an integrated model incorporating:-

- Information, assessment, advice and/or referral for support where there are concerns about wellbeing that do not require a report to Child Safety in accordance with the Child Protection Act 1999 and subsequent legislative changes.
- Active Engagement and referral for support for vulnerable families including assessment of the safety and support needs of children, young people and their families, advice about available services and referral with consent to appropriate support.

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- Lead a Local Level Alliance of government and non-government services to manage service system capacity and identify and respond to gaps in services within the community.

The referral criteria for Family and Child Connect to work with the family is:-

- The referred family has a child from unborn to 18 years of age, and
- The child is not currently in need of protection, and
- Without support the child, young person and family are at risk of entering or re-entering the statutory child protection system, and
- The family would benefit from access to intensive and specialist support services, and
- The family has multiple and complex needs

The Aboriginal and Torres Strait Islander Service Reform Project

The total funding for Family and Child Connect includes a specific component which has been funded from a separate initiative known as the Aboriginal and Torres Strait Islander Reform Project. The project has been established as a result of the Child Protection Commission of Inquiry to provide Aboriginal and Torres Strait Islander children and families with better access to culturally appropriate programs and services, with an emphasis on the right service at the right time, to reduce the number of Aboriginal and Torres Strait Islander children and families in the child protection system.

Aboriginal and Torres Strait Islander children and families have specific needs and unique challenges in terms of access to service provision. In the discrete communities these challenges are pronounced and require a dedicated focus on effective referral pathways and service responses to Aboriginal and Torres Strait Islander children and families.

Family Support Worker Role

- Provide information, assessment, advice and/or referral for support to community members seeking assistance for children, young people and families where there are concerns about wellbeing that do not require a report to Child Safety
- Actively engage families through multiple techniques, provide assessments including safety planning and make an appropriate and rapid referral for support to ensure early intervention/crisis prevention
- Liaise with the Coordinator for Specialist Domestic and Family Violence advice on safe engagement strategies for families affected by domestic and family violence, including strategies to assess, monitor and minimise risk to family members and workers
- Develop and maintain referral networks that offer a comprehensive range of available support which meet the immediate and ongoing needs of families

Family Support Worker Requirements

- Working with Children Blue Card or ability to acquire
- Ability to meet and maintain any other current and future relative legislative benchmark requirements
- University qualification (Degree) in Human Services or a related field (highly desirable)
- Knowledge of Cherbourg community and ability to provide case management support within a cultural context

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- Demonstrated skills in engaging hard-to-reach families
- Experience in working with complex issues such as family and domestic violence, alcohol and drug addictions, mental health, gambling and other contributing factors within a vulnerable family
- Ability to respond in a culturally sensitive way to service users and community need
- Ability to uphold cultural protocols and maintain community support
- Strong local networks both government and non-government
- Established networks with other organisations delivering support services to people connected to Cherbourg
- An understanding of the Domestic and Family Violence Prevention Act 2012 and the Child Protection Act 1999
- An understanding of the Human Services Quality Framework (HSQF)
- Experience in compiling case notes, safety plans, risks assessments and support plans
- An understanding of and ability to undertake assessments as per the Collaborative Assessment and Planning Framework
- Time management and IT competency to ensure all client case notes are compiled and plans and other requirements are reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Ability to maintain a manual driver's licence without suspension
- Current First Aid and CPR Certificates

Duty Statement as a Family Support Worker

Intake System

- Provide information, assessment, advice and/or referral for support to community members seeking assistance for children, young people and families where there are concerns about wellbeing that do not require a report to Child Safety
- Respond to enquiries – walk ins, referrals, emails, web
- Undertake an assessment based on the information provided
- Provide information that is current, advice on engagement, advice on consent and recommend support services
- Actively promote the service across the South Burnett

Actively engage families through multiple techniques, provide assessment including safety planning and make an appropriate and rapid referrals for support to ensure early intervention/crisis prevention:-

- Apply planning frameworks and tools: SDM and FRE for all Response Type 4s
- Use effective engagement strategies and a variety of counselling techniques including narrative therapies to ensure families feel heard, understood and valued and receive the support they need
- Use engagement techniques that are solution focussed with regular follow up as agreed
- Use reflective and active listening skills to identify any early indicators of risk and possible child protection concerns

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- Ensure assessments are strengths based and include the safety and support needs to empower children, young people and families
- Through initial assessment, categorise into the relevant Response Type
- Ensure clients understand what consent they are providing and that limits of consent are discussed and understood
- Work respectfully with non-consenting families
- Ensure support plans reflect the need for any assistance provided through brokerage funding and that any expenditure is appropriately approved, recorded and accounted for
- Where families have multiple or complex needs, provide supported referrals to other services – attend the first referral appointment or at a minimum have the first conversation via speaker phone with the referred services with the individual/family also present
- Work with other agencies to meet the immediate presenting need/s with consent and take up of referrals from the Intensive Family Support or other services is being coordinated
- Consult with the Principal Child Protection Practitioner around more serious concerns to assess whether a statutory intervention is required
- Actively follow up referrals made to services and support received by families to ensure that wrap around supports are in place, a single case plan developed and outcomes are being achieved
- Work with the Coordinator to ensure all aspects of intake and referral processes are managed effectively
- Ensure a weekly minimum of 26 hours client contact and case work is provided each week and is reflected in the data (26 hours for full time position/pro-rata for part time position)
- Ensure all case notes are compiled and entered into the database within 24 hours of contact and that safety plans, risk assessments, support plans and other requirements are completed and entered into the database within one week after the first meaningful contact
- Meet regularly with other Family and Child Connect South Burnett team members and the Coordinator to ensure the service is meeting the needs of clients, the community and contractual outputs and outcomes and that strategies for continuous improvement are identified and implemented as required

Liaise with the Coordinator for all complex issues including Domestic and Family Violence or advice on safe engagement strategies for families affected by domestic and family violence, including strategies to assess, monitor and minimise risk to family members and workers

- Understand the cycle of violence, be aware of the characteristics for the remorse phase of the cycle and identify statements made by the family members that may minimise, justify, blame or apologise for the behaviour

Develop and maintain referral networks that offer a comprehensive range of available supports which meet the immediate and ongoing needs of families

- Work with the Service Manager, Coordinator and other staff to develop/collate a range of information resources and develop and build on a register for referral pathways

Duty Statement as an Employee of CTC

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines

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- Integrate with other programs and the ethos of CTC
- Be an effective member of the Family and Child Connect team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

More detailed duties will be arranged with the worker's supervisor in line with the requirements of the organisation and broadly consistent with the role, including any targets for outputs and outcomes directly related to the role

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements. As part of the Family and Child Connect Team, the worker will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

Performance Measures

- Regular support and supervision with the Coordinator and/or Service Manager
- Performance will be reviewed prior to the end of a 6 month probation period and annually according to the details of this and any revised position descriptions

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

Employee Name **Signature**..... **Date** / / 17