

# Position Description

## Senior Family Support Worker



<b>Employment type and hours</b>	Fixed term, part time position of twelve (12) hours per week, usual hours will be from 9am on Mondays and Thursdays with start and end times flexible and open to negotiation. There may be a possibility of increase in hours in future. Interested applicant may discuss this further during the interview process
<b>Employment tenure</b>	Six (6) months, inclusive of a probationary period (renewal subject to satisfactory Workplace Development Plan Review)
<b>Probation period</b>	Six (6) months
<b>Employment award</b>	Social, Community, Home Care and Disability Services Industry Award 2010.
<b>Classification</b>	Social and Community Services Employee Level 4
<b>Work location/s</b>	Olivia's Place Calway Street Office
<b>Work prerequisite/s</b>	Eligible to work in Australia See Required Credentials
<b>Reporting relationship (to)</b>	Responsible to the Olivia's Place Family Support Program Coordinator
<b>Positions/roles reporting to this position</b>	Family Support Program Volunteers and/or students on placement with support from and in conjunction with the Family Support Program Coordinator
<b>Key external relationships</b>	<ul style="list-style-type: none"> <li>● Patrons</li> <li>● Clients</li> <li>● Referrers</li> <li>● Support Agencies across Gippsland</li> </ul>

### Position Summary

The role requires the incumbent to work within an existing holistic intake and client management process for new and continuing clients with the aim of utilising both internal and external resources to meet their social, emotional and material needs. Working in collaboration with the operational team (paid and volunteer team members), the Senior Family Support Worker will manage a case-load of moderate to high intensity clients with complex needs including but not limited to diagnosed mental illness, drug and alcohol dependence, family violence, homelessness and housing issues etc. – preparing, implementing and reviewing case plans, while monitoring client wellbeing throughout, within current organisational policy and procedure. The candidate eligible for this role is required to have a sound knowledge of programs and activities as well as current best practices utilized in service delivery.

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## Organisational Overview

Olivia's Place is a not-for-profit community-based service that provides practical, emotional and psychosocial support to people experiencing needs with regards to pregnancy and early parenting during the first year of life.

### Vision

Supported parents, thriving children and connected families.

### Mission

To support and encourage families during pregnancy and early parenting through community engagement and the provision of resources, education and professional services.

### Values

#### Community

We facilitate connectedness for new mums, dads and extended family members through the collective contribution of the 'village' and services around them.

#### Integrity

We deliver reliable, professional, high quality services that accurately reflect the dedication, honesty and credibility of Olivia's Place and its team. We support and value those within our team in a way that reflects our message to and purpose within the community around us.

#### Respect

We acknowledge the privilege of being invited to support a new family's journey and we do so with respect for both the individual and the family.

#### Inclusiveness

We welcome all families with young children, regardless of age, race, culture or beliefs. All new parents should have access to services that meet their social, emotional, and material needs.

#### Accessibility

We offer open and direct engagement of families in innovative ways that suit their individual abilities and preferences.

#### Empowerment

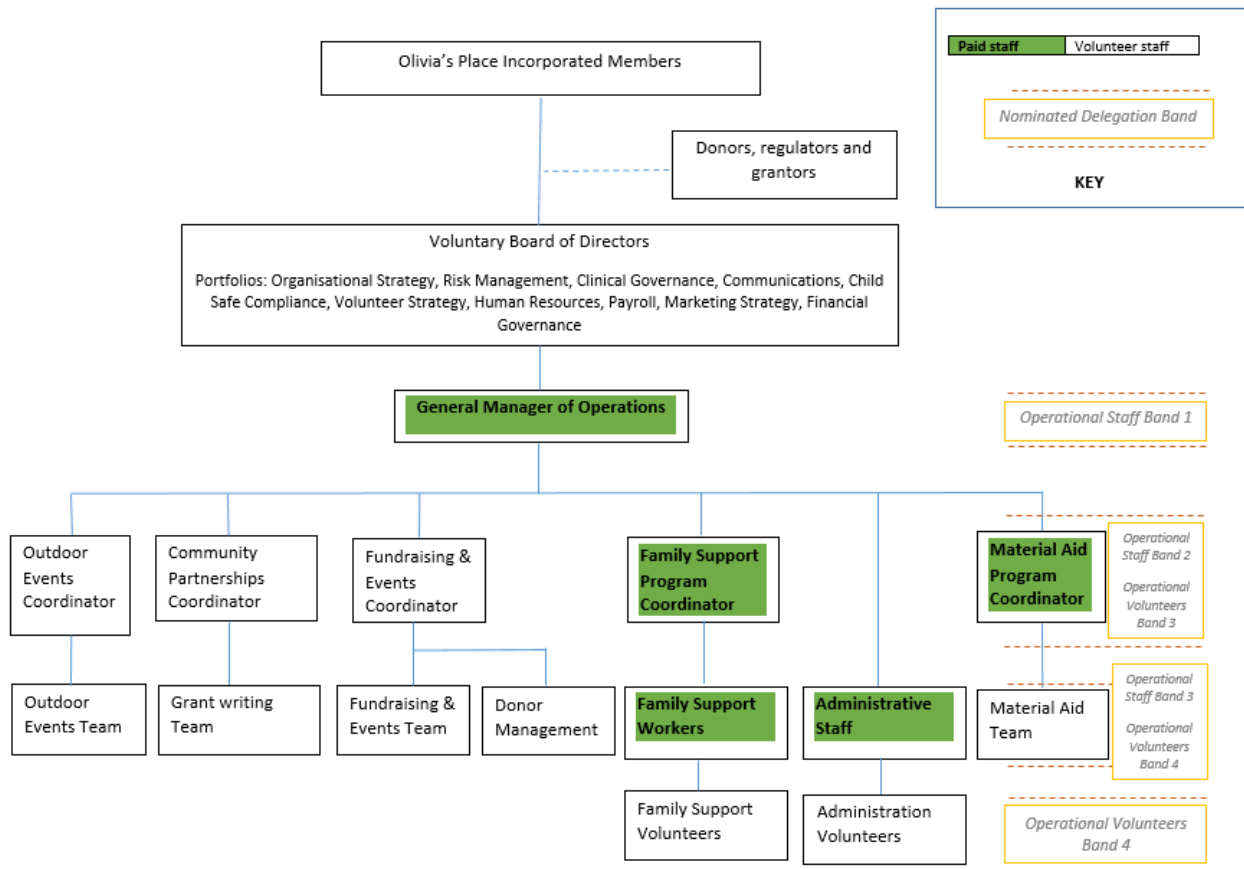
We connect families to services and programs that meet their individual needs and give them the information, confidence and strength to make their own best decisions during all stages of pregnancy and parenting.

## Organisational Structure

Olivia's Place has a strategic direction and business plan set by the Board of Directors. The General Manager of Operations oversees day to day operations and all staff (both voluntary and paid team members). The position of General Manager of Operations is reportable to the Olivia's Place Board of Directors. The role of Senior Family Support Worker is reportable to and supported by the Family Support Program Coordinator.

See Organisational Structure (Figure 1) overleaf.

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**Fig 1: Organisational Structure**

<b>Required credentials</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant discipline</li> <li>• Minimum 3 years' experience in a similar role working with clients of varying complexities</li> <li>• Current Police Record Check</li> <li>• Current Working with Children Check (and maintained through employment or engagement)</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Olivia's Place is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees</li> <li>• Employer and Employee, including volunteers, have responsibilities under the Health and Safety Act.</li> </ul>
<b>Privacy</b>	<ul style="list-style-type: none"> <li>• The incumbent will maintain a high level of confidentiality in line with Olivia's Place 'Privacy and Confidentiality' policy.</li> </ul>
<b>Environmental</b>	<ul style="list-style-type: none"> <li>• Olivia's Place is a smoke-free, harassment –free, bias- free and bullying-free environment</li> <li>• Where possible, we subscribe to the 'reduce, re-use and recycle' commitment to sustainability.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Completion of or willingness to undertake online personal training and professional development through PPRC (Pregnancy and Parenting)</li> </ul>

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	Resource Centre), 'Interpersonal Skills and Family Support', 'Perinatal Support, Sexual Health & Reproduction'.
<b>Physical Standards (approximate)</b>	<ul style="list-style-type: none"> <li>• Read computer screen up to 70% of the time</li> <li>• Sit 70% of the time</li> <li>• Walk / stand 20% of the time</li> <li>• Bend, squat up to 10% of the time</li> <li>• Manual handling of office-based items.</li> </ul>

## Qualifications, Skills, Experience and Attributes

### Required

- Degree in Social Work, Psychology, Social Science, Welfare, Early Childhood Development or related discipline AND/OR extensive experience in the community services sector, working with women and families during the perinatal period.
- Sound knowledge of pregnancy and early childhood development from gestation to the age of one, including common complications and including, but not limited to perinatal mental health.
- A range of assessment, intervention and case management skills with well-developed ability to disseminate the most appropriate, evidence-based and up to date information for clients.
- Ability to nurture and maintain professional relationships and networks with key referral services.
- Excellent time management, interpersonal skills and communication (both written and oral).
- Understanding of intermediate level computing concepts including word processing, letter writing, spreadsheets, email.
- Ability to perform tasks within one's professional scope of practice and Olivia's Place policies and procedures.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Commitment to providing a community-based and client-focused service.
- Ability to use initiative and work independently.
- Capacity and willingness to be flexible and adaptable.
- Commitment to corporate vision, mission and values.
- Responsible and mature work attitude.
- High level of judgement, sensitivity and respect for confidentiality.
- High level of professional empathy and respect, free of prejudice.
- Ability to recognise and work within the limits of a mutually agreed scope of practice.
- Commitment to child safety.
- Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. The candidate must be willing to be consulted on policy changes and participate in feedback and amendments of the same.
- Demonstrated ability to apply knowledge and skills which are gained through qualifications and/or previous experience in a discipline

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- Take on initiative to mentor and supervise students on placement and/or volunteers if a need arises.
- Employees will be expected to set outcomes and further develop work methods where general work procedures may not be defined.

### Desirable

- Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework (CRA)
- Knowledge and understanding of the application of the Child, Youth and Family Act 2007
- Experience with Client Relationship Management (CRM) software

## Conditions of Employment

- Provision of satisfactory Police Record Check, valid Working with Children Check and successful referee checks.
- Satisfactory completion of a 6-month probationary period.
- Reporting of employee and/or volunteer misconduct to the Board of Directors.
- Adherence to the Social, Community, Home Care and Disability Services Industry Standards and/or other relevant award/industry standards.
- Completion of or willingness to undertake online personal training and professional development through PPRC (Pregnancy and Parenting Resource Centre), “Interpersonal Skills and Family Support”, “Perinatal Support” and “Sexual Health & Reproduction”
- In maintaining an operationally safe, diversity-respectful, quality and governance-focused environment the incumbent will:
  - Actively contribute to, participate in and promote a safe working environment.
  - Comply with legislative requirements and promotes information to other staff and volunteers on Acts, regulations and industry standards, for example, Occupational Health and Safety Act (Victoria) 2004, Privacy and Data Protection Act 2014, Charter of Human Rights and Responsibilities Act 2006, Equal Employment Opportunity, Commonwealth Antidiscrimination Acts
  - Promote a risk-aware environment, identifying hazards and risks and addressing these in a timely manner.
  - Participate in any offered or provided education and training.
  - Actively contribute to and promote continuous improvement through receiving feedback and identifying improvement opportunities.

## Key Responsibilities and Duties

- Prioritise the social and emotional needs of clients who may have identified or unmet care needs, have complex to moderate support needs that require assistance to improve their health and wellbeing
- Prioritise new client referrals and client waiting lists.
- Conduct an interview intake process for new clients to holistically ascertain their needs in relation to the internal and external organisational reach of Olivia’s Place.

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- Prepare and implement care plans inclusive of material aid, referral, and follow-up requirements specific to client needs.
- Advise clients of internal and external services that might meet client needs and supporting them to have access to mainstream services, accommodation options, income & employment assistance, and referrals to specific services and other local agencies.
- Provide referrals for clients to access external services to help meet or assess their needs as required.
- Maintain current and professional client documentation in line with Olivia's Place Privacy Policy.
- Help maintain healthy, professional and open relationships with local stakeholders as well as referral services.
- Liaise with Olivia's Place Volunteers regarding client allocation of material aid requirements and availability.
- Provide client-centered, objective non-directive support remaining within the client's expressed wants and needs.
- Maintain a high level of confidentiality in line with Olivia's Place 'Confidentiality and Privacy' policy.
- Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints.
- Carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods
- Assist Line Managers and senior employees with the planning and coordination of the program along with its associated complexities.
- To display adequate initiative in progressing current level skill in research regarding best practice and current evidence-based techniques which are within the purview of the role.
- To liaise effectively with team members of Olivia's Place
- To actively participate in activities associated with reflecting on the work of the program, building practice knowledge and contributing to continuous quality improvement.
- May provide peer mentoring and guidance to the moderate level worker/s as and when required
- To undertake other duties as directed by the Program Coordinator and the General Manager of Operations

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## Annual Performance Review

Position responsibilities summary	Outcomes summary – performance related
Acts in accordance with company Vision, Mission and Values	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Complies with the Olivia's Place Child Safety Policy and Child Safe Code of Conduct	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Demonstrates knowledge and understanding of and adherence to company policies and procedures	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Actively contributes towards the health and safety of self and others	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Demonstrates the required technical knowledge and skills to meet the role requirements	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Effectively communicates and develops positive working relationships with internal stakeholders including Board and operational team members	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Effectively communicates and develops positive working relationships with external stakeholders including key external clients	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Completes tasks in a timely manner	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Maintains high standards of work	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Is able to work without constant or close supervision	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Identifies opportunities for improvement within the role and professionally	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Delivers client care that is safe, evidence-based and high quality	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Conducts intake assessments and provides appropriate referral of clients in a timely manner	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.

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<b>Position responsibilities summary</b>	<b>Outcomes summary – performance related</b>
Develops and actions case management plans for clients referred to services within Olivia’s Place	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Is able to think critically and apply relevant techniques when placed in unanticipated situations with regard to client service delivery	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Completes all forms and data collection as required	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Demonstrates openness to learn and be flexible in approach, always prioritising client wellbeing and attainment of positive outcomes	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Complies with recommendations put forward during Client File Audits	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Complies with requirements of accreditation that impact upon this role	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.
Regularly seeks and receives feedback from clients and communicates any feedback received to management	Performance is assessed in the Performance and Professional Development Plan using the below Scoring Table.

### Scoring Table

<b>Cod e</b>	<b>Level</b>	<b>Description</b>
<b>6</b>	Exceeds Standards	Extremely high performance standards are constantly achieved
<b>5</b>	High Standards	Team member is competent in their role and at times performance exceeds requirements
<b>4</b>	Satisfactory	Performance meets expected requirements - team member is competent in their role
<b>3</b>	Minor Shortcomings	Some performance issues but major requirements are usually met
<b>2</b>	Major Shortcomings	Important requirements not met
<b>1</b>	Unacceptable	Performance consistently fails to meet requirements
<b>N/A</b>	Not applicable	This indicator is not relevant or the team member has not yet had opportunity to demonstrate completion

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