



bestchance is the operating name of Child & Family Care Network Inc.

Position Description

1. Position details	
Position title:	Family Support Worker
Reports to:	The Principal- Cheshire School
Location:	583 Ferntree Gully Road, Glen Waverley VIC 3150
Program:	The Cheshire School
Employment type:	Ongoing
Employment Status	Part time- 18 hours a week (flexible based on the needs of the Cheshire families)

2. Approvals	
Contact Manager:	The Principal- Cheshire School
Approved by:	General Manager- Education and Training
Date:	August, 2020

3. Organisation Context
<p>bestchance Child Family Care is an independent, not-for-profit, community organisation located in Glen Waverley.</p> <p>bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services at the one complex.</p> <p>The range of programs delivered include Child Care, Early Childhood Intervention, Parent and Child Support, Training, Community Support and Cheshire, an independent, primary school for students with social, emotional and behavioural difficulties. These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.</p> <p>bestchance also works in partnership with parents in managing a number of kindergartens under its Kindergarten Cluster program.</p> <p>Refer www.bestchance.org.au for further information about bestchance Child Family Care and bestchance Training.</p> <p>bestchance is an equal opportunity employer and has a smoke free environment in buildings and motor vehicles.</p> <p>bestchance is a child safe employer. We are committed to child safety and have zero tolerance of child abuse.</p>

4. Position purpose

Within a team approach and under the supervision of the School Psychologist and/or School Principal, the Family Worker will:

- Provide an outreach support/case-work response to families in a family-centred, strengths-based approach, where the safety and wellbeing of young people and their families are paramount.
- Work within a collaborative care team approach with relevant stakeholders, including Victoria Police, Department of Health and Human Services (DHHS) Child Protection, and Aboriginal organisations to promote best outcomes for young people and their families..

5. Key Result Areas (KRAs) and Key Responsibilities (KRs)

(Describes the major area of responsibility or activity, which is the focus of performance in this position.)

(a) Legislative, Accreditation and Organisation Requirements

- Ensure activities within their area of responsibility complies with **bestchance** Child Family Care Policy and Procedures.

(b) Key Responsibilities

- Establish and maintain positive relationships with the key stakeholders relevant to the program.
- Assist carers to get young people to school and assist them to attend appointments with other service providers.
- Liaise with carers to assist in identifying gaps or weaknesses in service delivery to children and carers.
- Provide education and skill development in relation to parenting and household management.
- Identify and provide specific supports for young people.
- Be available to support families early in the morning and after hours, as required.
- Identify, negotiate and coordinate the delivery of services to meet the child's needs, including respite services as appropriate.
- Work with the family to decide what will be required to assist them to meet the goals as outlined in their family case plan.
- Assist the family to address barriers to school attendance, and provide solutions-focused advice and support to reduce/remove barriers.
- Role model strategies for engaging children in activities such as homework, structured play, dinner, bath and bed time.
- Monitor and regularly review progress against case planning goals.
- Ensure that they are attuned to and aware of the requirements of culturally appropriate practice.
- Attend weekly team meetings.
- Support families in their understanding of child development and enable them to develop positive parenting skills.

- Provide support to parents struggling with individual issues that impact on their parenting such as mental health, drug and alcohol issues, family violence, disability, unstable housing and poverty.
- Assist families to improve their relationship, communication and problem solving skills.
- Advocate for the needs of children and families in promoting access to services and resources.
- Work collaboratively with Aboriginal Services for all Aboriginal and Torres Strait Islander families regarding cultural connection and identity.
- Participate in meetings, training and forums relating to professional and program development.
- Make an active commitment to the development and maintenance of a cohesive, multidisciplinary team and participate in staff meetings, team meetings and staff development.
- Participate in reflective supervision and annual performance reviews.
- Other duties as required by the School Psychologist and/or Principal.

(c) Relationships with Parents / Caregivers

- Maintain a co-operative relationship with parents/caregivers which allows for informal discussions regularly as well as participation in formal program support group meetings as required. Assist in fostering a positive school community.
- Relate sensitively, approaching each child and family with equity regardless of differences in ability, ethnic or family culture, and religious or political background.
- Provide input into education activities for parents and caregivers.
- Ensure all interactions with children and families reflect the organisations philosophy, values and beliefs.
- Respond to concerns in a timely manner and refer significant and/or unresolved issues to the Principal.
- Respect the confidentiality of information relating to parents and children.

d) Teamwork

- Work co-operatively as part of the multi-disciplinary team at **bestchance** and in close co-operation with support staff in relation to issues and programs relating to the students; and as part of a large agency 'integrated service' philosophy.
- Work with colleagues in a spirit of co-operation to maintain and continuously improve the standard of the service at **bestchance** Cheshire School.
- Contribute to an atmosphere of trust and professional respect through an attitude of openness, tolerance, constructive conflict resolution processes and maintenance of confidentiality.
- Provide input into professional development activities for the team.
- Attend staff meetings and any professional development sessions identified the Principal.
- Ensure on-going professional development by reading, studying and participating in professional development.
- Accurately and promptly communicate all issues to the Principal.

(e) Risk Management

- Assist in maintaining a safe, orderly and attractive work environment (including the staff room), which is conducive to effective student outcomes and teamwork.
- Maintain accurate records.
- Report all observed health and safety risks to the Principal.
- Become familiar with the Centre's Evacuation Procedures and fire extinguisher positions and engage in regular emergency evacuation drills.
- Maintain a high level of hygiene and safety.

6. Qualifications and Experience

- A degree in Social Work (ideal but not essential).
- A proven track record of working in partnership with families.
- A satisfactory current Police Records Check and a current Working with Children Check.
- Current Victorian Drivers Licence.

7. Key Selection Criteria

Essential

- A relevant tertiary qualification in Social Work, Psychology, Welfare, Youth Work or a related field.
- Demonstrated ability to use a range of active engagement strategies with vulnerable and at risk children, young people and their families, and be flexible and creative in meeting their needs.
- An understanding of the social context of child abuse and neglect, and experience in using current theoretical approaches to support positive outcomes.
- Sound understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
- Experience in conducting risk and needs assessments.
- Excellent written and verbal communication, time management and organisational skills.
- Ability to advocate, negotiate and problem solve.

- Understanding of the community's cultural diversity and ability to practice with cultural competence and safety.
- Ability to partake in reflective practice and to be self-directed.

Desirable skills, knowledge, and experience

- Skills in in the delivery of child and family services, substance abuse, child protection, early years, family violence, therapeutic interventions and/or mental health will be an advantage.

8. Position Dimensions

Number of direct reports	Nil
Internal Contacts	
External Contacts	

9. Remuneration (details to be completed by People and Culture)

Pay range:	
Date last evaluated:	
Evaluated by:	

10. bestchance People Principles

All staff, contractors and volunteers, and students on placement are required to adopt the following minimum standards in their work practices:

- behave honestly and with integrity
- treat people with dignity and respect
- work in a holistic and collaborative manner
- respect authority and the law and act accordingly
- use the resources of **bestchance** responsibly and in the best interests of the organisation and its reputation
- be responsible for their actions and accountable for their consequences

11. Document Version Control

Version	Date	Editor	Comments
V01	Click or tap to enter a date.		

