

POSITION DESCRIPTION

Date	February 2021
Position Title	Family Support Coordinator
Reports to (position title)	Team Manager, Family Support Services
Department	Family Support Services

Organisational Context

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

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. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning 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.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

This position is a valued member of the Family Support Services team which provide support, referral and advocacy for families with young children facing challenging circumstances. This program provides in-home and community interventions with ranging intensities depending on the family needs, in a child-centred, family focused way.

PRIMARY OBJECTIVES

This position will be responsible for the coordination of the delivery of practical and emotional support, guidance and services to children and families in need with a holistic approach by:

- Working with families to assess their needs and to determine the type of emotional or practical support and help they require.
- Supporting families by providing or locating practical and/or emotional assistance to increase their parenting efficacy and efficiency.
- Coordinating volunteer home support, supported playgroup and parenting education as well as meeting their daily financial, practical and emotional needs.
- Build and maintain effective relationships with internal and external stakeholders to support the success of the program
- Provide day-to-day administrative tasks including maintaining up-to-date records.

KEY RESULT AREAS AND RESPONSIBILITIES

- Actively engage families to the program via home visits and telephone and email contact.
- Coordinate volunteers to support families in their homes and run group sessions which may include playgroup and/or parent education groups.
- Participate in the development of family plans and participation in ongoing review and evaluation of family plans.
- Support families in their understanding of child development and enable them to develop positive and confident parenting skills.
- Provide assistance to families to improve their relationship, communication and problem solving skills and engage in social interactions within their local community.
- Advocate for the needs of families in promoting access to services and resources.

- Work in a strengths-based, child-centred, family-focused way where the wellbeing and safety of children remains paramount.
- Work collaboratively with Aboriginal Services for all Aboriginal and Torres Strait Islander families regarding cultural connection and identity.
- Develop rapport and positive working relationships with stakeholders from a broad range of social and cultural backgrounds.
- Actively participate in team work in a manner that ensures a coordinated approach to services for families.
- Fulfil the program requirements regarding case load requirements, case records, statistics and other data collection.
- Participate in meetings, training and forums relating to professional and program development.
- Engage, develop and manage relationships with a variety of services across **bestchance** and with external agencies and key stakeholders.
- Make an active commitment to the development and maintenance of a cohesive, multidisciplinary team and participate in staff meetings, team meetings and staff development.
- Active participation in the pursuit of new activities and programs.
- Participate in reflective supervision, annual performance reviews and working towards meeting with the KPIs in line with organisational strategy.
- Ad hoc duties as delegated by the Team Manager.

KEY SELECTION CRITERIA

- A recognised tertiary qualification in Social Work, Counselling, Community Services, Education or a lower level qualification with substantial relevant experience.
- A satisfactory current Police Records Check and a current Working With Children Check.
- Demonstrated experience working within the strength-based, family centred approach.
- Current Victorian Drivers Licence.

Other

- Knowledge of and experience with early childhood development in particular using strength based and family centred approaches.
- Ability to use a range of active engagement strategies with vulnerable and at risk families and be flexible and creative in meeting their needs.
- Experience in supporting families at risk and their various challenges, including social isolation, financial and mental health needs.
- Demonstrated ability to foster and maintain positive, sensitive and confidential relationships between children, staff, parents / caregivers and volunteers.

- Proven ability to identify child and family needs, complete family assessments as required and develop approaches to support both within the family home and broader community involvement.
- Experience in developing, implementing and coordinating an appropriate playgroup program for preschool-aged children, including organising and supporting volunteers.
- Excellent written and verbal communication, time management and the ability to independently manage challenging workloads.
- Proven track record to advocate, negotiate and problem solve with an understanding of the community's cultural diversity.