



Position Description

Child and Family worker

Permanent Three days per week

Community and Family Care
May 2022

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Child and Family Worker

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- | | |
|---------------------------------|------------------------------------|
| • Brighter Futures | • Financial and Gambling Services |
| • Family Centres | • Emergency Relief |
| • Targeted Earlier Intervention | • Specialist Homelessness Services |
| • Multicultural Programs | • Mums and Kids Matter |
| • Worksmart | • Getting it Together |
| • Youth Health | • Assistance with Care and Housing |
| • Young Healthy Minds | • ParentsNext |
| • Youth Hope | • Executive Management team |
| • Homes for Heroes | |



3. Overview of role

The Child and Family worker works within the Child, Youth and Family Team which is funded by Department of Communities and Justice under the Targeted Early Intervention program to provide a tailored service to children and their families who are experiencing a variety of issues that impact their family functioning.

The Child and Family worker improves a child and family's outcomes by working with them to strengthen the protective factors in their life and address the risk factors. We centre the voices of children in our service to ensure we meet their needs within the broader context of their family so together they can develop skills, confidence and achieve their goals. This service is based out of Dungog Community centre but has oversight from the Newcastle Hunter Child, Youth and Family team based in Newcastle. The role includes:

- Information, referral and brief assistance.
- Engaging Families to engage in evidence based parenting programs and group programs and supported playgroups.
- Completing intakes and assessments for families wishing to access programs.
- Brief early interventions with young people and their families.
- Building locally tailored partnerships and networks.

The Child & Family Worker will provide service via groups and one-on-one interventions to children and families who are seeking support for individuals in their care or the family as a whole.

4. Relationships

Reports to: Team Leader, Wesley Child, Youth and Family Services, Newcastle

5. Major role responsibilities

5.1 Our clients

- Work within the Child, Youth and Family team to deliver a program that
 - Is child and family centred to build capacity for change
 - Uses a strengths based approach to planning and implementation
 - Uses a child wellbeing lens for holistic action
 - Builds social capital within communities
 - Employs a life course approach, using natural development phases and transition points as 'triggers' for service delivery (becoming pregnant, first 1,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school, and so on)
 - Provides outcomes based services, utilising common screening, monitoring and assessment processes
 - Recognises the impact of trauma to develop and implement trauma informed policies and practices



- Is flexible to reflect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage
- Provide assessment, supported and warm referrals and information as foundational activities, provided in an effective and timely manner, including common assessments, supported referrals to other service providers, and information such as brochures, websites and other resources.
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system.
- Ensure accessibility and capability for - Aboriginal and Torres Strait Islander peoples, and people from a Culturally and Linguistically Diverse background. These activities and capabilities will proactively enable individuals and families to access services and determine the way their support is provided
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately
- Work within the NSW Principles guiding the protection of children impacted by domestic and family violence
- Promote Wesley Mission's principle of joined up thinking and practice

5.1.1 Performance Measures

- Achieve 90% client satisfaction
- Provide information/Advice and Referral to 25 individuals per year.
- Employ effective case management strategies for 6 individuals per year.
- Facilitate 3 evidenced based parenting groups with local stakeholders and/or schools
- Facilitate 1 Supported Playgroup groups with local stakeholders
- achieve or exceed all targets
- Carelink+
- DeX portal
- Outcome Stars or its equivalent for all client case plans
- Evidenced based assessment tools which can include; PWI, ORS and SRS
- Wesley Communities bi-annual client satisfaction survey

5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings (virtually and/or in person)
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model



- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and/or other Life of the Mission events
- engaged with new practices, policies and procedures

5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
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- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- number of local network/interagency meetings attended



- achieved working knowledge of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, resources and other equipment
- Evidence of proactive program planning and reduced over/underspend
- Current funding maintained

6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality



Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

Essential criteria

- A relevant tertiary qualification and minimum 2 years' experience working in the community welfare system;
- Strengths based case management experience with the ability to engage children and families at the point of initial contact and build collaborative working relationships;
- Experience developing case summaries & child protection reports;
- Ability to work one-on-one with clients in a holistic and flexible manner;
- Experience facilitating groups
- Ability to develop and maintain professional relationships with related stakeholder groups;
- Cultural competence and experience working alongside Culturally and Linguistically Diverse people and First Nations families;
- Ability to meet KPIs;
- experience with providing flexible service to children, young people and their families via home visiting, schools visits and centre based care
- Current NSW or National driver's licence
- Working With Children's Check & criminal record history check and ability to work in schools
- It is a requirement of this role to meet vaccination requirements for COVID-19

Desirable Criteria

- A broad understanding of the local child and family support sector.
- Training in evidence based parenting programs (e.g. Circle of Security, 1,2,3 Magic and Emotion Coaching, Seasons for Growth etc)