

wesley mission



Position Description

Child, Youth & Family Worker Newcastle and Dungog

Early Intervention Child, Youth & Family Team
Community and Family Care

July 2025

Agreement

Employee

Signed-Manager

Employee

Date

Date



Child, Youth & Family Worker Newcastle and Dungog

1 Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years and is committed to:

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Vision

A spirit-led disciple-making movement: doing all the good you can because every life matters

Our Values

Soft Hearts

Sharp Minds

Hard Feet

Open Hands

2 Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “*doing all the good you can because every life matters*” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’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.

Service areas and contracts include

- Carefinders
- Early Intervention and Prevention
- Emergency Relief
- Emergency Response
- Financial Counselling
- Financial Capability programs
- Gamble Aware programs
- Newcastle Hub
- Community Housing
- Disability Services
- Specialist Homelessness Services
- Youth AOD program
- Young Healthy Minds
- Youth Hope
- Wesley Dalmar, an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards

3 Overview of Area of Work

Newcastle Early Intervention Child, Youth And Family team is based in Hamilton Newcastle with office in the Westlakes area of Lake Macquarie and Dungog in the upper Hunter region. The team consists of three main program areas;

- Young Healthy Minds Service is a Department of Social Services funded service to support young people 0-18years experiencing early mental health and wellbeing concerns. There are three positions within this team.

- Child, Youth & Family services are funded by the Department of Communities and Justice. These services support children, young people and their families to thrive. Westlakes and Dungog see children 0-12 while the Newcastle program covers 8-18 years. There are two positions who work over these two areas.
- The Youth AOD position covers all of Newcastle and works with young people 12-24 years, education providers and community agencies. There is one position in this team.

These teams work closely with each other and external networks to provide the best possible outcomes for the community around them.

4 Overview of Role

The Child, Youth 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, Youth 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 two different office locations. Three days per week the work is based in the Dungog area with office space in the Dungog Community centre. Two days per week are based from the Newcastle office and oversight is from the Program Manager Early Intervention Child, Youth and Family team based in Newcastle.

The role includes:

- Attend workplace meetings such as Week in Focus, Line support, Team bonding
- Represent team at local interagency meetings and other relevant meetings
- Promotional work for programs
- Attend broader Wesley team events such as training or team building within our operational section.
- Attend overnight events such as staff retreats, training or programmed events for clients
- Participating in weekend work where required
- Engaging in Wesley training and further role training
- Managing personal work admin- leave, credit card (if applicable), scheduling, resources

Dungog

- Management and facilitation of supported playgroups
- Information, referral and brief assistance
- Facilitation and management of parenting programs
- 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.
- Data entry and administration tasks

Newcastle

- One on One case work in schools, client homes or in the community.
- Case work Administration- case notes, Child Protection reporting and recording completed within Wesley guidelines e.g. case notes completed within 48 hrs.
- Case management- organising case conferences, liaising with other service supports.
- Group work- planning, setting up, evaluation and facilitation and pack up of groups on site or in community
- Building locally tailored partnerships and networks.
- Data entry and administration tasks
- Attending events and meetings representing the service

The Child, Youth & 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. After hours and Weekend work will be required for some events.

5 Relationships

Reports to: Team Leader Child, Youth and Family services

Direct reports: None

Other: All key Wesley Mission (eg Marketing, Media Liaison, Finance, Property, Legal); liaise and work with staff from Government and other Non-Government agencies involved in the provision of contract.

6 Major Role Responsibilities

6.1 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

6.1.1 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

6.2 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
- are punctual and accountable for work hours, team time, client meetings and meetings with other agencies. We show respect to others by using time efficiently and respectfully.

6.2.1 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

6.3 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.

6.3.1 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

6.4 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

6.4.1 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

7 Professional responsibilities

- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, WHS Act and other relevant legislation and policies
- Be responsible under the WHS Act for the health and safety of all persons you meet during your employment. All hazards and injuries must be reported as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Take responsibility for personal career development and training and participate on a quarterly basis in Wesley Mission's Employee Contribution & Development process
- In relation to Wesley Mission and the Uniting Church in Australia, attend worship services, functions, meetings, seminars, and training courses as directed by your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes as per standard policy and procedures
- Administer the "Philosophy of Care" and other relevant policy documents as appropriate
- Maintain confidentiality in all aspects of Wesley Mission's work
- Ensure the reputation and integrity of Wesley Mission is always maintained.
- Be a strong ambassador for the Wesley Family Preservation team.

8 Selection criteria

Essential:

- 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;
- Ability to work across two different office and geographic locations maintaining professional relationships in each.
- 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

8.1 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

Desirable:

- 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)

2025 – Staff Vision, Values & Behaviours

This document is to read in conjunction with the Wesley Mission Code of Conduct

Vision:

- An inclusive workplace where we bring our most authentic and professional selves, in a harmonious environment.
- We collaborate with children, young people and their families using our creativity, flexibility, and evidence-based practice to build capacity for people to live meaningful and authentic lives.
- We position children, young people, and families as the experts in their own lives, and advocate alongside them with services, and community to ensure barriers to wellbeing are overcome.

Values:

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.
- **First Nations:** Acknowledging the lens in which we work with young people and families operates within structural and systemic racist structures. Therefore, we will purposefully seek to learn more about First Nations people by First Nations people, to integrate these learnings into our practice. We will also commit to challenging racism within ourselves and others.
- **Gender & Sexuality:** We commit to proudly and visibly supporting sexuality and gender diverse people's rights and openly challenge homophobia and transphobia, in ourselves and others.
- **Culturally and Linguistically diverse communities:** We recognise the breadth of experience, values and cultural practice in the children, young people and families we support. We acknowledge the impact that displacement has on refugees, migrants and asylum seeking, and that there is diversity within each migration experience. We commit to being open, curious, and flexible with our service delivery for these communities.
- **Disability:** We acknowledge that we live in an ableist society and strive to provide an accessible service for our community.

Behaviours Not Tolerated:

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance, food choices or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities. For further information refer to: Wesley Mission Workplace Anti-Bullying Policy
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eyebrows; exclusion; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Offering feedback on service and workplace culture with a willingness to work towards solutions.
- Equitable and inclusive service through steadfast courage, honesty, and integrity.
- Respect for each individual and their experience.
- Punctuality - be on time for work - start work on time and return from allocated breaks on time.
- To maintain Wesley cars and property in a respectable and appropriate condition.
- Avoid participating in any form of gossip.
- Encourage and help each other.

- Work to maintain a harmonious and supportive team environment: smile and say hello, but it is okay to say you are in a bad mood and you need some space and respect.
- Work efficiently and do not distract others by taking too much of their time.
- Be wary of cliques or factions forming.
- Clean up after yourself and after team events/lunches etc.
- Dress appropriately and professionally.
- We invite you to bring your most authentic self and have some fun while maintaining your professionalism.