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## **POSITION DESCRIPTION**

### **CHILD AND FAMILY COUNSELLOR/CASEWORKER**

**Hours of work:** 24 hrs per week

**Responsible to:** Executive Officer

**Employer:** Greenacre Area Community Centre Management Committee

**Salary & Conditions** In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4/5

### **POSITION GOAL:**

To provide direct services and programs to disadvantaged and vulnerable families including early intervention and support services in line with Target Early Intervention (TEI) guidelines and contractual obligations.

Participate in relevant committees to contribute to the resourcing of family based services and networks and strengthen referral pathways to increase access for families.

### **Key Responsibilities**

- Undertake initial assessment of clients and develop counselling/casework strategies and other interventions
- Develop/Deliver programs that support disadvantaged and vulnerable families and their children and strengthen their capacity
- Work with the playgroup to support families and develop strategies to address identified needs and provide assisted referrals
- Develop an effective working relationship with local services, community networks, and other relevant government and non-government agencies

- Promote programs through established networks and community services to reach the general community and CALD communities
- Research and analyse local and regional data to maintain a current overview of needs and issues of the target group
- Maintain client statistical data in accordance with TEI Guidelines and funding contract

### **Specific Duties**

- Provide initial client intake and assessment and develop a plan to address early intervention of presenting issues
- Schedule and deliver counselling sessions to qualifying members of the target group, ensuring members meet the program's eligibility criteria
- Provide case management and support services to families requiring on going assistance with complex or multiple issues.
- Provide assisted referrals to families or individual family members and facilitate access to community services networks for longer term assistance and support
- Ensure programs are well targeted to priority communities including young children, CALD communities, young parents and young people.
- Liaise with relevant services including early childhood services, schools etc to identify family centred early intervention measures
- Collaborate with the Playgroup and the Community Development Worker in the planning and delivery of family focused community activities and events such as National Families Week and encourage a high level of family participation
- Attend weekly playgroup sessions and provide support to parents with children 0-5 and other older children up to 12 years of age and provide interventions where a family centred or other early intervention focus is required
- Participate and contribute on local family networks and relevant committees as required
- Strive to exceed targets specified in the TEI funding contract
- Develop and maintain accurate client statistical records on services provided and regularly submit client data via the DEX portal in accordance with TEI guidelines
- Develop/review the program's Annual Workplan in line with the Centre's Strategic Workplan and funding agreement
- Provide monthly progress reports to the Management Committee, reporting achievements against the Annual Workplan

- Prepare/update other reports to the funding body such as the TEI Program Logic etc
- Undertake administrative tasks associated with the project, including creating and maintaining client records, client statistics, relevant mailing lists, registration forms, consent forms and other relevant forms, work schedules and programs and maintain accurate and effective filing systems.

### **General and Shared Responsibilities**

- Work as a member of the GACC staff team to support capacity building and social inclusion events such as International Women's Day, Children's Week and other annual events
- Work in accordance with GACC's Policies and Procedures, established practices and Staff Code of Conduct of the Greenacre Area Community Centre
- Attend and participate in staff meetings and the Annual General Meeting
- Participate in formal staff supervision (monthly for the first 3 months of probation) and bi monthly thereafter
- Participate in professional development relevant to this role
- Demonstrate team work skills, behaviours and attitude
- Maintain confidentiality of clients, staff and centre business

### **Other Requirements**

- Maintain an overview of legislative changes relating to child protection
- Observe duty of care protocols towards children and their families
- Work in accordance with our Vision and Values
- Perform other duties as directed by the Executive Officer relevant to the role

### **Other skills and attributes**

- Positive client engagement
- Ability to be flexible and adapt to a fast paced community centre environment
- High work ethic and professional standard consistent with GACC's Code of Conduct and any relevant professional body, if applicable

### **Responsibility and Accountability**

- The Child and Family Counsellor/Caseworker is responsible to the Executive Officer and accountable to the Centre's Management Committee

**February 2021**



## **Guidelines for Applicants**

### **Before Applying**

Before applying for the advertised position you need to read the Job Ad carefully and assess whether you meet all of the stated selection criteria.

### **The Selection Criteria**

The Selection Criteria are the basis of the job advertisement. It details the knowledge, skills, abilities and experience that are required for the position.

### **Addressing the Selection Criteria**

You must provide a response to **ALL** the selection criteria by addressing each point separately. If you are unable to address any of the points please write "no experience" or something to this effect but do not leave it blank. The Selection Criteria is the most important part of the job application and will determine whether or not you will get an interview. It is your claim for the position and allows you to demonstrate that you have the required skills and knowledge for the job. **Please note:** Failure to address each selection criterion individually, point by point on a separate document will render your application invalid and no further contact will be made.

### **What to include with your Application**

You must attach the following documents in order for your Application to be considered:

A cover letter. Please be sure to use the template provided and to not go over the 1-page limit.

A current Resume' clearly detailing your tertiary qualifications, name of educational institution and year attained; your employment and voluntary experience making sure to distinguish between paid and volunteer work.

You must include two current or most recent work related referees. One of the referees should be your present or most recent Manager or direct supervisor. Make sure to include your referees' day time telephone number and email address. Please be sure to let them know about your Application so they can expect a call from us if you are successful in gaining the position.

If you have not been employed or have been out of employment for a long time, please provide the name of the Manager/Supervisor at your last place of employment. Please do not provide the contact details of a friend or relative or someone who can only provide a personal reference.

### **A Statement of Selection Criteria**

This is the most important part of your Application. Each response should be completed as fully as possible and where appropriate you should provide examples. Your responses allow us to assess your suitability for the position so it is important that you do not skip any questions and that you answer each question. Where you are unable to provide an answer you can say something like “no experience in this area.”

### **Where to send your application:**

All applications should be marked CONFIDENTIAL and sent to:

The Executive Officer  
PO Box 164  
Greenacre NSW 2190

or email to: [eo@gacc.org.au](mailto:eo@gacc.org.au)

### **Please direct any telephone enquiries to:**

The person specified in the Job Ad on the number provided. Please call between 9.30am and 5pm during business hours. If you leave a voice mail make sure you speak clearly and identify yourself and leave a contact number and the best time to reach you.

### **Shortlisting**

After the closing date, the selection panel meets to review all applications received and assess information provided against the stated selection criteria. A score will be used on a culling grid ranging from 0-10 points for each question. A short list will be created for applicants with the highest scores and these applicants will be offered an interview. Any information that is included in another part of your application and is not included in the selection criteria will not be considered.

We will endeavour to contact all applicants at the end of the recruitment process, however If you have not heard from us within two weeks of the closing date, please feel free to call the contact person to enquire about the status of your application.

Greenacre Area Community Centre is an Equal Employment Opportunity employer.

The Greenacre Area Community Centre is a smoke free zone.

## **The Interview**

The Greenacre Area Community Centre appoints people based on merit. That is, the person deemed to be the most competent to undertake the duties of the position will be selected.

If you are invited to an interview, you can expect to be asked questions based on the selection criteria. However it is advisable to make an effort to find out as much as you can about us as an organisation and the role you have applied for. You can visit our website at [www.gacc.org.au](http://www.gacc.org.au) or call the Centre and speak with the contact person. This shows that you have initiative and that you have prepared well for the interview and could give you the edge over another equally qualified and experienced applicant who has not shown the same level of initiative.

## **Conditions of Employment**

All appointments are subject to a three- month probation period.

Conditions of employment are as defined in the Social and Community Services (State) Award and the SCHCADS Award 2010.

All new appointments must agree to a Working with Children's Check where relevant and agree to abide by the Centre's Staff Code of Conduct and WH&S policy.

APPLICATION FOR EMPLOYMENT



Cover Letter

**This Cover Letter forms part of your Application**

**Please note, this Cover Letter is one of the three documents you need to submit together with your Resume and the Statement of Selection Criteria as stated in the Job Ad.**

Name of Position applied for: \_\_\_\_\_

Applicant's First Name: \_\_\_\_\_ Family Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Formal Qualifications: \_\_\_\_\_

Please state your suitability for the position and why we should hire you. Please type your response in the space below only.