



Senior Youth and Family Worker

Application Package

Thank you for your interest in applying for a position with The Family Centre.

The position description is attached and additional information about our organisation can be found on our website www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description
- Include a detailed resume with education & employment history
- Provide two referees with current contact details

Email applications to: recruitment@thefamilycentre.org.au

Applications close: COB Monday 12/8/21

For further information regarding the position please contact Kate Binder on (07) 5589 1800 or kateb@thefamilycentre.org.au

David Boutkan
Executive Director



Youth & Family Worker

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| Position Title | Senior Worker |
| Organisational Unit | Youth & Family Services |
| Award | SCHCADS |
| Award classification | Level 5 |
| Reports to | Manager Youth & Family Services |
| Appointment status | Permanent |
| Probationary period | 6 months |
| Hours | 28 hrs pw |
| Base location | Tweed Shire |

Youth & Family Services programs focus on prevention and early intervention and aim to strengthen individual and family capacity, strengthen relationships, and increase safety and wellbeing.

The Family Centre provides programs that encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: children, young people, families and adult relationships.

Our activities include:

- Information and referral
- Individual and family support and goal planning
- Adult and young person course delivery
- Parenting skill development
- Community engagement and development activities

Our values and practice principles inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

improve relationships
 increase safety
 increase parenting skills
 increase wellbeing

increase personal effectiveness
 increase connections
 increase community capability

Mandatory Requirements

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| Current National Police Check | Current Working with Children Check | Current Valid Drivers' Licence |
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Key Relationships

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| Key internal relationships Manager Youth & Family Services Senior Worker Youth & Family Services Youth & Family Services team members | Key external relationships Local schools Community Health & Services staff Local Youth sector network stakeholders |
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Key Responsibilities and Duties

| Key Responsibilities | Focus Areas |
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| 1. Intake and on-call | 1.1. Participate in an intake roster to receive referrals and assess requests for TFC services 1.2. Participate in an on-call roster for individuals/families in intensive family support and supported housing programs |
| 2. Case work & co-ordination | 2.1 Assess and document participant strengths and needs 2.2 Assist participants to develop goals that aim to address presenting issues 2.3 Collaboratively develop case plans that consist of goals, strategies, who is responsible and timelines 2.4 Monitor and review progress of case plans 2.5 Provide relevant information to participants and make appropriate referrals in consultation with them 2.6 Co-operate and collaborate with TFC staff and other service providers to ensure coordinated service delivery 2.7 Take on a case co-ordination role where appropriate and as negotiated with the Manager Youth & Family Services |
| 3. Course work / group work | 3.1 Participate in organisational planning processes to develop a timely course plan 3.2 Implement agreed term course plans 3.3 Assess participants for suitability for courses and groups and provide course information as required 3.4 Deliver education and skills training courses and workshop with parents/carers, children and young people 3.5 Interact and engage with participants 3.6 Provide information to participants regarding health and community services 3.7 Provide participants with information and opportunities for engagement with the broader community 3.8 Work collaboratively with co-facilitators to develop, deliver and evaluate courses and workshops 3.9 Participate in the ongoing development of program material as required |

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| 4. Leadership & co-ordination | <p>4.1 Support the Manager YFS with the ongoing planning, development, evaluation and review of the program activities</p> <p>4.2 Help plan and co-ordinate the delivery of program and activities, in accordance with the program plan and in consultation with key stakeholders</p> <p>4.3 Develop and maintain partnerships with local human services providers</p> <p>4.4 Provide program support to staff when the Manager YFS is not available. This includes: day-to-day support regarding complex service delivery and organisational matters</p> <p>4.5 Ensure a consistent standard of quality service</p> <p>4.6 Prepare reports and plans as required</p> <p>4.7 Make decisions in the daily operation of programs when the Manager YFS is not available</p> <p>4.8 Discuss complex and sensitive matters with the Manager YFS to develop the most effective course of action when the Manager YFS is not available</p> <p>4.9 Undertake other related tasks given at the direction of the Manager YFS</p> <p>4.10 Convene and facilitate practice review and program development meetings when the Manager YFS is not available</p> |
| 5. Community engagement | <p>5.1 Assess the needs of vulnerable communities</p> <p>5.2 Participate in joint community development planning activities</p> <p>5.3 Work collaboratively with community members and community partner agencies to identify and address social issues</p> <p>5.4 Participate in data collection and community feedback activities</p> |
| 6. Community and service provider networking | <p>6.1 Develop and maintain a good understanding and working relationships with local health and community service providers</p> <p>6.2 Attend service provider network meetings as negotiated with Manager Youth & Family Services</p> <p>6.3 Co-ordinate and participate in community events, activities and TFC promotional events as negotiated with the Manager Youth & Family Services</p> <p>6.4 Co-design and facilitate community engagement activities</p> <p>6.5 Actively promote the program and other TFC services</p> |
| 7. Professional development | <p>7.1 Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and participants</p> <p>7.2 Attend regular supervision and annual review sessions</p> <p>7.3 Adhere to the relevant TFC standards, policies and procedures</p> <p>7.4 Attend training and development relevant to the position as approved by supervisor</p> <p>7.5 Participate in approved professional development and staff meetings</p> |
| 8. Administration | <p>8.1 Maintain service records including participant records and reports</p> <p>8.2 Actively participate in regular program planning, development, review and evaluation processes to contribute to continuous improvement</p> <p>8.3 Maintain and submit administrative (eg timesheets, office forms including financial, etc) documentation in an accurate and timely manner</p> <p>8.4 Participate in organisational projects as negotiated with the Manager Youth & Family Services, Senior Manager Community Services and the Executive Director</p> |

Selection Criteria

(please answer each selection criteria individually and separately, maximum-200 words each)

Essential:

1. Tertiary qualification in social work, social sciences or related discipline
2. Experience or interest in the leadership, management and development of staff in a human services environment
3. Experience in program coordination, development, implementation and evaluation
4. Demonstrated ability to assess the needs of vulnerable and disadvantaged families within a strengths-based framework and develop respectful collaborative working relationships with family members
5. A clear understanding of the issues confronting vulnerable and disadvantaged families (including culturally & linguistically diverse, domestic violence, substance abuse, child abuse, mental health, parenting and relationships) and their impact on young people and families
6. Ability to collaborate with Family Centre staff, students, volunteers and service network partners in response to identified need
7. Proven ability to work independently and as part of a team
8. Current driver's license and comprehensively insured vehicle
9. A willingness to undertake a criminal record check and a Working with Children check

Desirable:

1. Working knowledge of local human services network
2. Trained and licensed to deliver the following parenting programs: Tuning into Teens, Group Teen Triple P, Engaging Adolescents, Resilience Donut

Capabilities & Attributes

| Minimum Standard National Training Framework | |
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| 1. | Diploma/ Degree in social work, social sciences or related discipline |
| Capabilities & Skills | |
| 1. | <p>Community and inter-agency relations</p> <p>Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships</p> <p>Networks and stakeholders, community, partnerships and collaboration, knowledge of community & social justice</p> |
| 2. | <p>Professionalism</p> <p>The skills associated with professional conduct, such as self-management, ethical behaviour, taking responsibility, problem-solving and initiative</p> <p>Time management, ethics and enterprises</p> |
| 3. | <p>Communication</p> <p>All forms of communication, such as advocacy, negotiation, written and verbal communication, and interpersonal style</p> <p>Advocacy, written communication, verbal communication. public speaking & interpersonal skills</p> |
| 4. | <p>Leadership and teamwork</p> <p>Leadership and issues associated with working together, such as dealing with difference, conflict, shared goals and team morale</p> <p>United vision, strategic focus, team dynamics, conflict management & diversity/different styles</p> |
| 5. | <p>Resources, assets and sustainability</p> <p>The effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability</p> <p>Revenue raising, financial management, procurement, equipment and assets & sustainability</p> |
| 6. | <p>Service delivery</p> <p>Working with clients and members: it includes service delivery models, working with different types of clients/members, maintaining awareness of client issues and ensuring client dignity and confidentiality</p> <p>Reflective practice, knowledge of participant issues, participant outcomes, diversity,] participant confidentiality and dignity</p> |
| 7. | <p>Program management and policy development</p> <p>The management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p> <p>Policy development and implementation, program development, achieving results, contract management, complaints handling & continuous improvement</p> |
| 8. | <p>Change and responsiveness</p> <p>Change management, and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovative work practices</p> <p>Change management, multi-skilling, creativity & innovation, technology and learning & development</p> |

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| 9. | <p>Governance and compliance</p> <p>Systems and processes to implement the strategic plan and the management of quality, risk, OHS and legislative compliance</p> <p>Strategy, quality, risk management, WHS & legislation and compliance</p> |
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| Attributes | |
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| 1. | <p>Determined</p> <p>Researches options and sets a clear path Deals with obstacles and impediments Has clear goals</p> |
| 2. | <p>Self-disciplined</p> <p>Manages own time to achieve key outcomes Avoids distraction and diversions</p> |
| 3. | <p>Analytical</p> <p>Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building toward improvements</p> |
| 4. | <p>Adaptable</p> <p>Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important Takes advantage of new and emerging opportunities</p> |
| 5. | <p>Resilient</p> <p>Recovers from setbacks Overcomes obstacles and impediments Learns from experience and identifies areas for self-development</p> |
| 6. | <p>Inclusive</p> <p>Respects difference in all its forms Adapts language to aid communication Values diversity as a strength</p> |

| Compliance | |
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| 1. | Understands and complies with company policies and procedures |
| 2. | Compliance with Working with Children Check and National Police Check Procedure. Notifying your supervisor of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check |
| 3. | Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with supervisor |
| 4. | Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, past or vicarious trauma that arises and may impact on your ability to perform in your role |
| 5. | Follows guidelines, policies and procedures when committing financial resources or processing financial transactions |
| 6. | Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures |
| 7. | Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award |

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

| Element | Key Activity | Frequency |
|-----------------------------|--|------------------|
| Work Environment | Manage demanding and changing workloads and competing priorities | Daily |
| | Work in a team environment | Daily |
| | Work in different geographic locations | Daily |
| | Be exposed to all outdoor weather conditions | Occasional |
| | Work office hours with the possibility of extended hours | Occasional |
| | Work in an open plan office | Daily |
| | Work in buildings which may have multiple stories | Daily |
| | Work at a computer or be in meetings for extended periods | Daily |
| People Contact | Liaise with our staff | Daily |
| | Liaise with government, non-government, businesses, and other community organisations | Regularly |
| | Liaise with clients/customers | Daily |
| Administrative Tasks | Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time | Daily |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions | Occasional |
| | Use public transport including trains, buses, trams and taxis | Occasional |
| Manual Handling | Lift and carry items up to 15 kgs | Occasional |