



POSITION DESCRIPTION

Position Title:	Family Support & Parenting Practitioner		
Classification:	Band 5	Status	Part-Time/Full Time
Group:	Maternal and Child Health	Business Unit:	Community and Family Services
Reports to:	MCH Team Leader		
Direct Reports:	nil	Date:	Aug 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours, ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- To work in the Universal and/or Enhanced Maternal and Child Health Team assisting with the provision of education, guidance and support to parents and families with children from birth to school age
- Facilitate opportunities for parents/carers to develop skills and confidence to support their children's development and wellbeing
- Facilitate opportunities for the enhancement of community life and building community capacity through the application of social justice and community development principles
- Facilitate First Time Parent Groups, and other parenting support groups and programs as determined by the needs of the community
- Facilitate Supported Playgroups for disadvantaged families through the Small Talk Program
- Provide 'In-Home-Coaching' to families for those needing more intensive support in addition to or as an alternative to attending Supported Playgroup
- Develop referral pathways to services such as Maternal and Child Health, Smalltalk Supported Playgroups, Early Childhood Education and other care services to ensure families receive services to meet their needs
- Provide in-home and community parenting information, education and support to vulnerable families within the enhanced program and may include facilitation of parenting groups and programs as determined by the needs of the community.



- The Enhanced FSPP role will also include collaborating with other team members in the program, including MCHN's and allied health professionals.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Using community development principles to support the continuation of parenting groups and programs both in the Universal and Enhanced MCH teams, including (but not limited to) First Time Parent Groups, Sleep and Settling Program, Smalltalk Supported Playgroups and/or linking with community-based playgroups
- Support the implementation of community building activities to foster a sense of community belonging and participation amongst families
- Co-ordinate, develop, facilitate and evaluate parenting groups across the municipality, including identifying the need for specific client groups-which may include (but not limited to) groups for culturally and linguistically diverse (CALD) or LGBTQIA+ families, fathers or families with disabilities
- Facilitating home-based parental support for families accessing the Smalltalk Supported Playgroup program, Sleep and Settling program and EMCH program within the scope of program guidelines, and a focus on building connections and support networks, enhancing parenting skills and confidence.
- Provide information, advice and support related to children's health, development and behaviour, parental health and wellbeing and stages of family development, including community parenting resources
- Provide early identification and intervention of health and/or developmental concerns and refer/link families with appropriate community networks (including liaising with MCHNs, other professional services, community agencies and groups as appropriate)
- Support and encourage age-appropriate parent-child interactions by role-modelling, planning, delivering and evaluating engaging play and development activities tailored to children's developmental stages, ensuring all equipment is well-maintained and hygienic
- Keep up to date with developments, legislation and regulations relevant to the requirements of the position, including Child Protection protocols, and adhere to Child Safe standards and principles of always keeping children safe. This includes conducting risk assessments that ensure the safety of both children and their families
- Work within service guidelines to ensure program KPIs are met in both Universal and Enhanced MCH service groups and programs including (but not limited to) First Time Parent Groups, Sleep and Settling Program, Smalltalk Supported Playgroups and other parenting support groups in both Universal and Enhanced MCH service by:
 - Liaising with the MCH TL to maintain integrity of the programs and their alignment with the relevant service agreements and program guidelines
 - Ensuring data requirements and client records are maintained in accordance with service agreement and program guidelines
 - Developing appropriate referral pathways, enrolment and engagement practices to recruit and support the participation of families into suitable parent support programs
 - Undertake transition planning with all families enrolled in the Smalltalk Supported Playgroup program, ensuring families are referred into appropriate services and supports

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The position develops, facilitates and evaluates high quality groups, programs, early years services and in-home support for families residing in Cardinia Shire, providing information, education, support and advice to families both in the group and in-home setting. They are accountable for the quality, effectiveness and timeliness of the programs, groups or projects they are responsible for, and the safety and security of managed assets
- Act in accordance with position objectives and legislative requirements, with regular reporting to and consultation with the MCH Team Leader or coordinator to ensure adherence to position goals and objectives. Decisions and actions taken are subject to review by the supervisor, governed by clear objectives and budgets.
- Make operational decisions within the scope of work allocated.

JUDGMENT AND DECISION MAKING

- The role will involve creative problem-solving using guidelines, and the application of professional knowledge or knowledge acquired through relevant experience, using some discretion in determining levels of advice or support required, implementing referral and assessment procedures as appropriate
- The work is undertaken without direct supervision; however, guidance, support and advice are usually available. There will be the ability to make independent decisions within the scope of the position and in line with Council policies and program guidelines
- The Family Support Parenting Practitioner has a duty of care to safeguard vulnerable children, identify when there are safety concerns and adhere to the Child Protection policy, including seeking additional advice and guidance from their direct supervisor should a notification to protective services be required and always reporting to their supervisor when a report is made.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge of early childhood health, development and behaviour, and current theory and practice in relation to child development, community development and community capacity building
- Sound facilitation, program development and administrative skills, with knowledge of the functions and benefits of parenting support groups
- Ability to develop and maintain effective relationships with clients, colleagues and stakeholders to achieve desired outcomes.
- Ability to maintain confidentiality
- Ability to assess the wellbeing of the family unit, plan and provide appropriate advice, support and parenting information to support their parenting competencies
- Capacity to work collaboratively with families and caregivers of young children from a diverse range of backgrounds in a non-judgemental manner

- Demonstrated ability to use computer programs, including Microsoft office and other programs as required
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and an understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including Child First and Child Protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required, to show empathy and respect different points of view.
- Ability to document accurate and contemporaneous notes
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships both within the workplace, community and family support settings.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.
- Demonstrate initiative, creativity and innovation and be able to motivate, model good practice and encourage others
- Be an actively engaged member of the MCH team by sharing information, attending team meetings, motivate, model good practice and encourage others, undertaking personal supervision with supervisor and contributing to achieving outcomes and targets
- Network and contribute to networking groups, professional services and local community agencies and groups within the scope of the role
- Work cooperatively with other members of MCH and Community Services team, and external stakeholders to achieve the aims and objectives of both the Department and Council

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the Organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes, providing guidance, advice and training to other employees as needed.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment. This may include, but is not limited to tertiary qualifications in Children's Services, Early Childhood Education, Special Education, Social Work, Social Welfare, Family Support, Parent Education, Childcare, Child Psychology, Health Promotion, Community Development, MCHN/Registered Nurse or equivalent qualification,
- Experience working within the MCH service or in the Early Childhood service sector
- Previous experience working with families in an outreach setting
- Knowledge and ability to keep children safe

- Demonstrated understanding of child development and play-based learning
- Demonstrated experience and skills to facilitate groups
- Demonstrated understanding and skills to engage families and support their participation in the MCH service
- A valid Working with Children Check
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Ability to embrace and demonstrate the values of the Organisation
- Excellent communication, negotiation, conflict resolution and interpersonal skills with the ability to clearly articulate and present information as required-engaging with clients, colleagues and stakeholders.
- Demonstrated ability to support families through parental group facilitation (with a sound knowledge of the functions and benefits of groups), and through in-home parenting support
- Ability to assist families in identifying and achieving objectives to best support the development of parental competencies
- Demonstrated experience working and engaging with families with a non-judgemental and inclusive approach
- Well-developed project management and time management skills
- Able to make sound decisions based on experience and good judgement.
- Knowledge of MCH service policies, procedures and relevant acts and regulations.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.
- The position may involve evening and/or weekend work depending on service delivery needs

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a part time/full time ongoing position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.