

Employee Position Description

Position Details				
Position Title: Parenting Support Outreach Worker	Department: Community		Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022	
Reports To: Manager Parenting and Family Services	Location: Camberwell			
Direct Reports: N/a	Employment Status: Permanent Part Time 0.6 EFT		Classification: SW Level 5 Pay Point 1	
Position Primary Purpose				
<p>The position of Parenting Support Outreach Worker is a key role that provides an early intervention response to first time and new parents assessed as vulnerable in their parenting, with a focus on but not limited to parents experiencing or at risk of mental health challenges. The Parenting Support Outreach Worker role focusses on supporting parents in their own environment so requires travel throughout the City of Boroondara.</p>				
Decision Making Authority			Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> • Case planning and goal setting with client • Intake and assessment and allocation decisions • File management • Time management 			Internal <ul style="list-style-type: none"> • Parenting and Family Services Team • Camcare and Access Health and Community Staff including volunteers • Mental Health, Wellbeing and Engagement Portfolio and broader Access HC organisation • Manager Parenting and Family Services • Senior Manager Youth, Family and Carer Wellbeing Services External <ul style="list-style-type: none"> • Maternal and Child Health Nurses, City of Boroondara • Engagement and networking with other organisations to open referral pathways on behalf of client 	
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
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Key Accountabilities	
Focus Areas	Responsibilities
Direct Client Work	<ul style="list-style-type: none"> • Provide an appropriate and responsive service to new parents and their environment • Deliver a flexible outreach response, which could include client engagement, risk assessment, counselling, parenting strategies, information, advocacy, referral, etc; • Ongoing monitoring of, and referral for, parent's and baby's needs, especially around mental health • Meet with partners (if available) to assess mental health, relationship issues, give new parenting info, advocacy for parent if needed, and referral out for support if needed; • Provide group facilitation when required; • Work within the parameters of the appropriate organisational guidelines and policies around the provision of outreach parenting support; • Work in a client centred, child focussed, goal-oriented way; • Ensure client feedback and evaluation strategies are implemented;
File Management	<ul style="list-style-type: none"> • Ensure appropriate data collection through Trakcare or other relevant system; • Ensure files are kept up to date with the appropriate consent, goal sheets, reviews, file notes and other key documentation appropriately completed and attached to file;
Organisational Practice	<ul style="list-style-type: none"> • Contribute to continuous improvement and relevant quality assurance mechanisms; • Attend and contribute to agency meetings/ training/supervision as required; • Contribute to the development of and comply with relevant policies, practice and procedures to facilitate a professional parenting support outreach program; • Engage in networking and program promotion activities to ensure client target numbers are met • Effectively represent Camcare / AccessHC in relevant service networks and establish collaboration with key services to enhance the agency's service capacity; • Recruit and supervise volunteers and students to support appropriate program activities; • Perform other duties as directed by manager.
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • Working With Children Check • Valid Driver's Licence • NDIS Screening Check <p>Key selection criteria items</p> <ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Nursing, Early Childhood, Psychology or a related discipline/eligibility for membership with a relevant professional body such as AASW or APS • Minimum of 2 years' experience in delivering a casework or counselling practice in an outreach way • Minimum of 2 years' experience working with clients in the areas of mental health, child and baby development and parenting (especially of babies and infants) • Experience in working with families in crisis, including a capacity to practice active engagement • Demonstrated knowledge, experience and skills in the provision of counselling and casework services • Proficiency in Microsoft Office and relevant software applications 	<p>Attributes we value</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills with well-developed presentation and report writing skills • An ability to work sensitively with people of diverse cultures, abilities, ages, sexualities and gender identities • Effective time management and prioritisation skills • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds • Commitment to continuous quality improvement and health promotion principles • Understanding of Early Childhood Development and experience in the provision of parenting education • Demonstrated skills in risk assessment • Capacity to develop and provide innovative services to new mothers • Flexibility to work both as part of a team and individually as required • Strong networking and liaison skills • Commitment to continuous quality improvement and health promotion principles • Demonstrated behaviours consistent with AccessHC values
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</i></p>	
Authorisations	
<p>Employee Name: Signature: _____ Date: / /</p>	<p>Manager Name: Signature: _____ Date: / /</p>

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