

Location/s	Various
Reporting to	Team Leader
Direct Reports	Nil
Level	Practice Stream Level 4
Date Updated	April 2024

About the Role

The purpose of this position is to provide assistance and support for parents and the community on nurturing the development of children and families through group work, education groups, and individual counselling and referral, with a focus on prevention and early intervention. Family Support Workers may be required to provide counselling in an outreach capacity, dependent on region and funding.

Key Responsibilities

Program Specific	<ul style="list-style-type: none"> • Apply theoretical knowledge of adult and child learning styles, child development, and community capacity building to develop, document and deliver group work and education programs aimed at promoting the safety and wellbeing of children/young people and developing or enhancing parenting skills. • Provide brief intervention counselling to parents, care providers, children, and families, using appropriate interventions. • Application of knowledge relating to child protection issues, including the impact of neglect, physical and emotional harm on children/young people, to provide effective prevention and early intervention strategies. • Network and develop collaborative relationships with relevant government organisations and community agencies to build community capacity, to successfully link children, young people, and adults to other support services. • Conduct client assessment and intake of client needs to make client appointments, provide relevant information, and make appropriate referrals, and link to treatment plan. • Achieve the organisation’s targets for caseload and completed client sessions as designated for the program.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.

Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice to improve professional development.
Administration and Planning	<ul style="list-style-type: none"> • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advances RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Appropriate tertiary qualifications in the social or behavioural sciences, or relevant experience. 	
Experience	<ul style="list-style-type: none"> • Demonstrated experience, and theoretical knowledge of, working therapeutically with children and their parents / care providers in relation to child development, abuse and/or neglect. 	<ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities).
Knowledge	<ul style="list-style-type: none"> • Knowledge and application of relevant legislation and regulations with specific reference to child protection. 	

	<ul style="list-style-type: none"> • Understanding of theoretical frameworks and models of child and adult education and community capacity building. 	
Skills	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal. • Excellent time management. • Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications. 	

It should be noted that Position Descriptions are under constant review and may be changed at any time.