

POSITION DESCRIPTION

Position title:	Family Support Worker		
Program/Team:	Young Families team – Parents YES Program		
Employment type & hours:	Full time 38 hours per week		
Award conditions:	Social, Community, Home Care & Disability Services Award 2010	Remuneration:	4 Level
Working from:	5 Zillah Street		
Reporting relationships:	Reports to the Program Manger Centre for Young Families		
Qualifying period:	6 months	Last review of PD:	August 2017
Primary purpose of position:	This position engages and provides support to young families who are, or at risk of being homeless or considered to be vulnerable. Using brief intervention, intensive support and group activities, the aim is to strengthen parent- child relationships, develop families’ parenting skills, address child safety concerns and assist families to gain and maintain stable housing.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYSS vision, objectives and practice framework. 2. Demonstrated ability to implement brief solution focussed crisis interventions. 3. Demonstrated understanding of the issues facing homeless or at risk young parents and children and young pregnant women and the ability to clearly articulate a practice framework for working effectively with the target group. 4. Knowledge of Child Protection Legislation, the Child Protection System and contemporary approaches to supporting young parents to protect their children from harm. 5. A proven ability to work without direct supervision, exercising a high degree of initiative, judgement and decision making in individual case work while fostering a strong team environment. 6. A high level of written and interpersonal skills including report writing, and the ability to work as an effective member of a multi-disciplinary team including recording relevant client data and evaluation. 7. Good planning, prioritising and organisational skills. 		
Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> • A tertiary qualification in Human Services, Social Work, Psychology, counselling or similar. • Current driver’s licence. • Working with Children Suitability Positive Notice (Blue Card). • Three relevant referees, including current or most recent manager. 		
Experience:	<ul style="list-style-type: none"> • Experience working with homeless /at risk young parents and children. • Assisting clients to navigate complex service system. • Experience working in multi-disciplinary team and other organisations or services • Case management, planning and implementing relevant interventions • Computer and report writing skills. • Ability to develop networks and collaborative relationships with external providers. 		

Attributes:	<ul style="list-style-type: none"> • Self-reflective and critical thinking skills. • Personal drive and integrity. • Consultative and collaborative working attitude. • Flexible, collaborative, inclusive, respectful, ethical, accountable. • Commitment to a learning culture and ongoing professional development.
KEY RESULT AREAS - Role and responsibilities	
Service Delivery	<ul style="list-style-type: none"> • Manage a caseload of young parents with children and provide specialist support and intervention in order to protect and strengthen families through a professional, responsive, child –centred & family focussed manner. • Conduct intake and assessment process with young parents and children and assist them to achieve their goals through effective case management and evaluation. • Provide information, advice and advocacy to families and link clients with other support services to facilitate ongoing support. • Facilitate/co-facilitate support group work to engage with young parents and children to provide information and education. • Provide crisis and brief interventions to increase young parents’ and children’s safety. • Develop cross agency collaborative partnerships to foster positive outcome for clients. • Attend fortnightly shift at Brisbane Youth Service Hub that implements crisis and brief interventions to all clients across BYS.
Service operation and development	<ul style="list-style-type: none"> • Undertake monitoring and evaluation to maintain and improve service provision, the team’s intervention model and client outcomes. • Participate in staff meetings and organisational planning to contribute to the monitoring and development of BYS programs and services. • Develop collaborative relationships with internal and external support providers. • Participate in networks and steering committees to develop and maintain partnerships with other housing, family support and perinatal infant mental health agencies. • Take shared responsibility to manage the petty cash to ensure the program runs efficiently and within budget. • Maintain current knowledge of issues affecting young families and children.
People and Culture	<ul style="list-style-type: none"> • Provide support to colleagues including to new staff and students. • Contribute to a positive team culture aligned with the organisation’s vision, philosophy, policies and procedures. • Participate in regular supervision meetings, team meetings and performance reviews.
Administration	<ul style="list-style-type: none"> • Undertake administrative tasks relating to the role and / or the team. • Prepare reports as required. • Ensure administrative functions are conducted in accordance with relevant policies and procedures. • Undertake any other tasks as required.

This Position Description forms part of the performance management framework for Family Support Worker. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
Managers Name:		Signature:		Date:	