

SCHEDULE 3: POSITION DESCRIPTION

Family Support Worker

1. Title and Classification

- 1.1. Position Title: Family Support Worker
- 1.2. Classification: Full Time, 12 Month Fixed Term Contract
- 1.3. Position Number: F02

2. Organisational Relationships

Position title(s) of Supervisor	Position title(s) reporting to this position	Position title(s) liaising with this position
Child Protection Services Manager	Nil	Child Protection Worker
Family Support Team Leader		Community Support Officer

3. Purpose of Position

- 3.1. The Family Support Worker will be responsible for the provision of home-based interventions, family therapy interventions, advocacy and mediation with vulnerable Indigenous families through a Case Management process with the primary purpose of preventing the likelihood of an Indigenous child entering or reentering the child protection system.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



4. Organisational Context of Position

- 4.1. CQID Ltd's community support programs are holistically embedded in the support they receive from other CQID Ltd services, such as employment and training services as well as in initiatives implemented at a community level. These initiatives are aimed at improving the total social and emotional well-being of a community. The premise that these programs is based on is that community well-being and personal well-being are inseparable concepts within Indigenous communities.
- 4.2. Community level programs currently in place in the CQID Ltd catchment areas include support for sporting and recreational activities, assistance with NAIDOC activities, support for nutrition programs and other community-level nutrition initiatives, the implementation of diversionary programs, the development and implementation of an Alcohol and Other Drugs Rehabilitation Centre and associated referral services.
- 4.3. It is within the child protection services context of CQID Ltd that the Family Support Service program is embedded.

5. Key Work Roles and Responsibilities

Work Performed

- 5.1. The Family Support Worker will provide assessment, case management, referral and follow-up for vulnerable Indigenous families across the hub of CQID Ltd's operation. This will involve home-based interventions such as parent education programs, family skills training and family therapy interventions as well as mediation and advocacy services.
- 5.2. The Family Support Worker will ensure that Key Performance Indicators and Child Safety Service Standards agreed to between CQID Ltd and the funders are met.
- 5.3. Carry out other duties as directed.

Case Management Responsibilities

- 5.4. Contribute to the provision of an effective and quality Family Support Service by responding promptly to referrals to the service, and accurately identifying the level and type of services required by the family.
- 5.5. Provide comprehensive family assessment, case management (including intervention plan construction and implementation), referral and follow up services for vulnerable Indigenous Families referred to the Family Support Service in line with CQID Ltd's policies and procedures, Child Safety Service Standards and current best practice (e.g. SCARF).

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd |Position Description: Family Support Worker:
(F02: V1R3)



- 5.6. Provide parent education resources and programs, family skills and household management skills training in accordance with current best practice in education and training delivery.
- 5.7. Provide support to vulnerable families in terms of decision making processes in support of children and young people and encourage families to participate fully in discussions surrounding the family and children in order to positively influence the decision making process.
- 5.8. Provide advocacy and mediation services including the provision of supporting information, non-therapeutic counseling, group interactions and parent-adolescent mediation.
- 5.9. Provide a crisis intervention service which is flexible and immediate and addresses the needs of families faced with an immediate crisis or traumatic event.
- 5.10. Keep a full, complete, current and accurate record of all client contacts, referrals and feedback and maintain client records in line with professional, state and national standards of practice and in accordance with the Child Safety Service Standards, the *Child Protection Act 1999* (Qld), the *Child Protection Regulations 2000* (Qld) and the *Family Services Act 1987* (Qld).
- 5.11. Provide input into case conferencing and case sharing sessions.
- 5.12. Remain mindful of kinship relationships and where possible include these in the case management process.

Administrative Responsibilities

- 5.13. Maintain and assist with continual improvement of Family Support Services administration processes.
- 5.14. Contribute to policy development to ensure the needs and entitlements of vulnerable Indigenous families and Indigenous children are reflected.
- 5.15. Ensure statistical data is maintained by regularly updating manual and computerised client record information; identify trends on issues and needs as they arise.
- 5.16. Ensure all human resource policies and procedures, including required records are implemented and maintained.
- 5.17. Participate in Family Support Service planning and review processes.
- 5.18. Ensure the quality of resource information available to clients by maintaining accurate and current information pertinent to the Family Support Service function.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



- 5.19. Attend any meetings in line with position function.

Financial and Reporting Responsibilities

- 5.20. Follow all financial budgets, policies, processes and procedures associated with the position.
- 5.21. Provide weekly progress reports timeously and in full as and when required, in line with funding requirements.

Education Activities

- 5.22. Participate in the development and delivery of educationally-related activities to increase the knowledge and skills of other welfare professionals in the functions of a Family Support Service and the importance of culturally appropriate and holistic management of vulnerable Indigenous families and Indigenous children.

Liaison Activities

- 5.23. Promote the Family Support Service and the positive aspects of the Family Support Worker role, to the community and other service providers and agencies.
- 5.24. Maintain regular meaningful contact with other health and welfare professionals and broader community groups to provide assistance in making culturally appropriate decisions about vulnerable Indigenous families and Indigenous children.

Professional Development Activities

- 5.25. Attend to ***personal professional development*** including but not limited to
- 5.25.1. Update and maintain knowledge and skills relevant to the position through appropriate development activities.
- 5.25.2. Participate in all peer support meetings.

Challenges / Problem Solving

- 5.26. The position is required to respond to a very challenging social issue. Thus the Family Support Worker will need to show a mature and diplomatic approach towards the clients they work with and service.
- 5.27. In addition the Family Support Worker will need to have an understanding of issues which impact on vulnerable Indigenous families and Indigenous children and will need to be able to adapt and implement strategies and processes in-line with CQID Ltd policies to manage these.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd |Position Description: Family Support Worker:
(F02: V1R3)



- 5.28. The Family Support Worker will need to prioritise their work load to achieve the required Key Performance Indicator targets.

Decision Making

- 5.29. The Family Support Worker must ensure that all decision making processes related to the vulnerable Indigenous families and Indigenous children referred to the service are evidenced in evidentiary cultural practice i.e. the Family Support Worker must be able to show the link between cultural practice and the decisions made.
- 5.30. The Family Support Worker must keep the Family Support Service Program Team Leader up to date with all decisions that might affect the delivery of the Family Support Service.
- 5.31. The Family Support Worker must ensure that when developing strategies and processes to resolve a problem / issue that they communicate with the Family Support Service Program Team Leader and reach agreement as to the best way forward.

Communication

- 5.32. Verbal and face to face communication is a key requirement for this position. As the position has contact with clients facing challenging issues, listening skills and an ability to respond to clients which promotes cooperation is required.
- 5.33. The position will be a key source of cultural information to agencies dealing with Indigenous families and Indigenous children, and thus the Family Support Worker must maintain current knowledge on cultural practices in their area of operation.
- 5.34. More complex communication problems are to be referred to the Family Support Service Program Team Leader immediately the nature of the problems has been established by the Family Support Worker.
- 5.35. The Family Support Worker will maintain confidentiality in accordance with legislation and policy.

6. Workplace Health and Safety Responsibilities

Generic

- 6.1. The Family Support Worker will establish, maintain and evaluate the workplace health, safety and injury management system in their area/s of responsibility to ensure that the workplace is safe and without risk to the health of other employees and persons.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd |Position Description: Family Support Worker:
(F02: V1R3)



Specific

- 6.2. Ensure, within their capability, the health and safety of themselves, other employees and clients in the work areas for which they are responsible. This should be achieved by:
- 6.2.1. ensuring regular safety and hazard inspections of their area are conducted;
 - 6.2.2. wearing of personal protective equipment when required;
 - 6.2.3. ensuring that safe work practices and safety rules are followed;
 - 6.2.4. ensuring that accidents and incidents are promptly reported;
 - 6.2.5. implementing control measures and corrective actions as required;
 - 6.2.6. participating in workplace health and safety training as required;
 - 6.2.7. attending Workplace Health and Safety Committee meetings and other related workplace health and safety activities as required;
 - 6.2.8. being familiar with information on workplace health and safety applicable to their work areas;
 - 6.2.9. strictly observing work instructions;
 - 6.2.10. being aware of any workplace health and safety legislative compliance requirements and site policies and ensuring that they are followed;
 - 6.2.11. participating in workplace inductions.
- 6.3. Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the *Work Health and Safety Act 2011* (Qld) and other related legislation.
- 6.4. To report all hazards, accidents or incidents which could foreseeably have resulted in injury to others or damage to property.
- 6.5. To be familiar with emergency and evacuation procedures and to participate in regular training in safety procedures.

7. Child Protection Responsibilities

- 7.1. It is a requirement that all staff be familiar with their responsibilities in relation to child protection. To this end the Family Support Worker will, in particular:

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



- 7.1.1. be highly familiar with and adhere to legislation in relation to child protection and ensure that they comply with their responsibilities in relation to child protection legislation (in particular the *Child Protection Act 1999* (Qld), the *Child Protection Regulation 2000* (Qld) and the *Family Services Act 1987* (Qld));
- 7.1.2. ensure that they follow all policies and procedures in relation to child protection; and
- 7.1.3. will attend further training in child protection as required.

8. Mandatory Education Programs

- 8.1. Induction training including:
 - 8.1.1. CQID Ltd's policies and procedures including the complaints process, confidentiality and workplace health and safety.
 - 8.1.2. CQID Ltd's service obligations under its funding contract(s).
 - 8.1.3. Performance expectations and the performance management process.
 - 8.1.4. Use of CQID Ltd's contract management and financial reporting system.
- 8.2. Cultural awareness training including discussion of issues of local relevance of the areas to be serviced.
- 8.3. First Aid and CPR training.

9. Continuous Quality Improvement

- 9.1. It is the Family Support Worker's responsibility to be aware of the contents of any Policy and Procedures Manual(s) for CQID Ltd and work within the parameters contained therein.
- 9.2. The Family Support Worker is expected to exhibit a commitment to quality service and to participate in activities to enhance continuous quality improvement including auditing, surveys and needs analyses in line with the objectives and requirements of the ISO 9001:2008 standard and the Child Safety Service Standards.

10. Performance Review

- 10.1. CQID Ltd is committed to the development and empowerment of its employees. As such the Family Support Worker will take part in the Performance Appraisal System and have a Performance Agreement with CQID Ltd.
- 10.2. Performance Reviews take place quarterly.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



11. Non-smoking Policy

- 11.1. CQID Ltd is committed to closing the gap in life expectancy of Aboriginal and Torres Strait Islander people and thus smoking in any CQID Ltd building or vehicle is not permitted.

12. Selection Criteria: Knowledge, Skills and Experience

Required Knowledge

- 12.1. Tertiary level qualifications in welfare, social science, child/family care or related fields.
- 12.2. A demonstrated thorough knowledge of child protection issues, legislation and requirements.
- 12.3. A demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander Societies and the diversity of their cultures.
- 12.4. A demonstrated knowledge and understanding of the cultural issues involved in service delivery to Indigenous clients.

Required Experience

- 12.5. Demonstrated experience in case management of vulnerable Indigenous families and Indigenous children.
- 12.6. Experience liaising with a range of services in particular social welfare, Court, Police, Legal and health agencies.
- 12.7. Experience in providing services to Indigenous clients.
- 12.8. Experience in program reporting.

Required Skills / Attributes

- 12.9. The following computing skills are required:
- 12.9.1. Word processing (preferably MS Office Word)
- 12.9.2. Information Technology Communication skills including email and internet
- 12.10. Data collection skills.
- 12.11. A demonstrated ability to communicate effectively with Aboriginal and Torres Strait Islander People.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



- 12.12. High level verbal communication skills with the ability to liaise with diverse range of stakeholders and other service providers.
- 12.13. High level written communication skills with ability to compile and provide written reports.
- 12.14. Demonstrated qualities of judgment, initiative and resourcefulness that contribute to team success and effectiveness of a team.
- 12.15. Personal attributes of sobriety, empathy, patience and common sense.
- 12.16. A current valid open driver's licence (Queensland Category "C" Licence).
- 12.17. Blue Card.
- 12.18. Cleared Police Checks.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Family Support Worker:
(F02: V1R3)



SIGNATURE PAGE

Position Description Approved by CQID Ltd:

First Name:	Jason
Family Name:	Field
Position in CQID Ltd:	General Manager
Signature:	
Date:	
Approved Version:	F02: Version One, Revision Three

Issued by Employer:

First Name:	Jason
Family Name:	Field
Position in CQID Ltd:	General Manager
Signature:	
Date:	

Accepted by Employee:

First Name:	
Family Name:	
Signature:	
Date:	