**POSITION DESCRIPTION**

1. **TITLE:** Family Support Worker
2. **REMUNERATION:** UnitingCare Community Enterprise Agreement 2012 – 2014

Child Care Workers Schedule 3 Level 5

1. **PROGRAM OR SERVICE:** Central Queensland Family Support Service
2. **REGION AND/OR LOCATION:** Rural and Remote Services, Community Services – Mount Morgan
3. **OUR ORGANISATION:**

As one of the largest community service providers in Queensland, UCC exists to strengthen the lives of individuals, families and communities. Across Queensland we provide programs and services to support individuals and communities, children and families, youth and people living with disability. UCC also provides Lifeline crisis counselling and support services and operates Lifeline retail outlets. UCC has an annual turnover of $175M and delivers services from over 250 service outlets engaging around 2,800 employees and 5,600 volunteers.

1. **OUR VALUES:**

UnitingCare Community acknowledges that people are informed by a variety of belief systems.   Our ‘Shared Values’ are - *Compassion, Respect, Justice, Working Together, Leading through Learning*.  Your commitment to our Shared Values through your actions, behaviour, practices and in achieving outcomes is a fundamental requirement of this role and key to working successfully in UnitingCare Community.

1. **OUR COMMITMENT:**
   1. As part of UnitingCare Queensland, the mission of UnitingCare Community is to improve the health and wellbeing of individuals, families and communities as we: Reach out to people in need; Speak out for fairness and justice; Care with compassion, innovation and wisdom.
   2. Towards Zero Harm principles drive the way we think about safety and safety is embedded in everything we do.
   3. UnitingCare Queensland is committed to being a child safe, child friendly organisation and for all children who come into contact with our services we will provide welcoming, safe and nurturing services, prevent child abuse and neglect within our services and appropriately and immediately address child abuse and neglect if it does occur.
   4. We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for our clients.
2. **PURPOSE OF POSITION:**

The Family Support Worker will coordinate, facilitate, and evaluate the development of group programs for clients (adult and child) of the CQ Family Support program. This position will offer a holistic response to vulnerable children, young people and families accessing the CQ FS service, including short term intervention, information, advice and referral.

1. **ACCOUNTABILITY:**

* This role reports to: Practice Lead

Delegation Level: not applicable

1. **KEY RESPONSIBILITIES:**
   1. To coordinate and facilitate the development of, and delivery of group programs for clients (adult and child) of the CQ Family Support Service.
   2. Work with families accessing the CQ FS to identify strengths, meet goals and address child protection/parenting concerns. Maintain appropriate records of work with families, writing relevant reports and correspondence.
   3. Develop and maintain positive working relationships with other service providers, government departments and the community, to facilitate client outcomes and positively represent the service and larger organisation.
   4. Contribute to team-based decision making by liaising with the Practice Lead, contributing to the development of program procedures and work practices; and contributing to case planning meetings.
   5. Develop awareness of other appropriate group programs in the region and facilitate the access of CQ FS clients into these groups. Build relationships with CQ FS partners and other community stakeholders within the region with the aim of developing and supporting group co-facilitation and maximising group opportunities for CQ FS clients. Ensure that all groups internally and externally facilitated are promoted.
   6. Work within relevant quality (HSQF Standards) and risk frameworks and guidelines in accordance with relevant standards to ensure delivery of high quality services, respect of client’s right and confidentiality.
   7. Maintain appropriate records of work with families, writing relevant reports and correspondence. Contribute to and maintain accurate and quality record keeping utilizing UCC record management systems in line with UCC policy and procedures
   8. Monitor and facilitate the development of a range of client feedback systems and processes.
   9. Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.
   10. Work within the values, policies and procedures of UnitingCare Community ensuring adherence to the Workplace Health and Safety Act 2011 and compliance with Queensland Child Protection Legislation and regulation, including support for injured workers and full participation in return to work plans.
2. **SELECTION CRITERIA:** 
   1. Demonstrated skills and sound knowledge gained through experience working with children and families. Experience in the area of child protection is preferred but not essential.
   2. Demonstrated ability to design, plan, facilitate and evaluate psycho-educational and therapeutic groups together with a proven ability to apply contemporary group work theory and practice in order to achieve positive outcomes with clients.
   3. Highly developed interpersonal and communication frameworks and practices, that are congruent with a strengths approach and demonstrated professional integrity, with respect to such matters as confidentiality and client interests.
   4. Demonstrated ability to work co-operatively within a team and ability to work collaboratively with internal and external stakeholders.
   5. Demonstrated ability to work in ways that are innovative, inclusive and culturally appropriate for Aboriginal and Torres Strait Islander and culturally and linguistically diverse groups.
   6. Demonstrated ability to operate within a case management framework including the ability to manage and maintain client documentation and proficiency in the use of computer systems and software.
   7. Commitment to working within the beliefs, mission and values of UnitingCare Community and adhering to policies and organsiational requirements and processes.
3. **ADDITIONAL REQUIREMENTS / INFORMATION:**
   1. A tertiary qualification in a relevant human services field and where relevant registration with a nationally recognised professional body is desirable. A certificate IV in Training and Assessment and accreditation in one or more group program would be desirable.
   2. Current Drivers Licence - Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed.
   3. Suitability Card for Child Related Employment (Blue Card) - All adults who work with people under 18 years in QLD are required to undergo a “Working with Children Check” under the screening provisions of the Commission for Children and Young People Act (2000) - Presentation of a current Suitability Card must be made before your appointment to the position can be confirmed.
   4. A criminal history check may be conducted on the recommended person for this position
   5. The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.
4. **APPROVED BY:**

**Director, Community Services** **Date**