

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Family Support Worker / Family Group Facilitator</b>
<b>CLASSIFICATION LEVEL</b>	<b>Level 4 – Salary packaging available</b>
<b>PROGRAM</b>	<b>Family Zone – Ingle Farm</b>

### OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

Family Zone is a child and family centre providing a range of supports for families. Located on the Ingle Farm Primary School site, Family Zone is currently part of the federally funded Communities for Children program - Family Zone provides a variety of programmes designed to help increase the confidence and skills of parents with young children. Programmes offered include parenting groups, home visiting and crèche services

### ROLE SUMMARY

The broad aims and objectives of this role are to:

- Provide family/community support using recognised theoretical frameworks of client centred practice and tailored activities to meet the needs of Neurodiverse communities and their families.
- Provide home visiting and parenting group support for parents, focusing on men, who are experiencing complex issues such as but not limited to mental health, domestic violence, educational disadvantage, personal stress or crisis. Support will be offered to each family over a specific timeframe in a culturally aware and non-judgemental manner.
- Work with families within the City of Salisbury region through soft entry referrals, delivering group work such as: Circle of Security (COS), Bringing Up Great Kids and Parenting Together and other community identified workshops, combined with 1:1 support.

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## REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Family Support Worker/Parenting Group Facilitator reports to the Team Leader, Families and Relationships

### CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
<b>LC Culture</b>	<ul style="list-style-type: none"> <li>▪ Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values.</li> <li>▪ Adhere to and support LC's policies and procedures.</li> <li>▪ Comply with professional codes of conduct.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>▪ Support LC's senior management team's decisions and ensure that instructions are carried out.</li> <li>▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>▪ Attend and actively participate in regular team meetings and forums as required.</li> <li>▪ Report to the supervisor as required.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>▪ Promote and adhere to LC's Work Health and Safety guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Monitor financial reports, expenditure and budget to meet budgetary requirements.</li> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> <li>▪ Work within established or negotiated financial and time constraints</li> </ul>

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<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services.</li> <li>▪ Understand and support continuous quality improvement in LC.</li> </ul>
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## CORE BEHAVIOURS/RESPONSIBILITIES

**ROLE:**

**Support Children and Parents**

**LC STAFF RESPONSIBILITIES AND DUTIES:**

- Facilitate and deliver parenting education programs and activities in an culturally appropriate way
- Work with families in their home and appropriate community settings
- Link families with appropriate support services within Family Zone and partner organisations.
- Deliver client centred, strengths based approach to working with families
- Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.

**Communication**

- Identify and develop key relationship networks to achieve goals, and improve outcomes for clients and service delivery methods.
- Communicate effectively to engage and establish rapport with clients and team members.
- Promote, facilitate and model positive collaboration between Organisations and Family Zone.
- Advocate and make appropriate referrals to ensure the families are connected to relevant services

**Administration and Support**

- Maintain appropriate records of activities and contribute to reports.
- Contribute to the ongoing review of the delivery of Family Zone services and needs.
- Work with the Family Zone community to implement activities that result in improved outcomes for children and families.

**Family Support**

- Plan and monitor workloads to maintain a high standard of service and service delivery.
- Communicate effectively and respectfully with families and individuals
- Conduct intake, assessment and needs assessment with families and individuals where appropriate
- Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.
- Provide support for families including group facilitation

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## Case Management

- Deliver client centred, strengths based Case Management.
- Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.
- Ensure and maintain confidentiality for all clients.
- Monitor and review the case plan with the client
- Meet regularly with clients and address issues as they arise
- Assist clients to address life issues that contribute to their personal situation

## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Degree in Social Work, Behavioural Science (or similar) and/or extensive early childhood and parenting education experience
- High level of interpersonal skills to negotiate and liaise effectively with staff, clients, volunteers and stakeholders from a variety of backgrounds
- Knowledge and experience in parenting and community support
- Skills and experience in preparing and presenting information for training groups and for reporting to meetings
- Knowledge of issues in relation to mental health, substance misuse and domestic violence and the effects on parents and children
- Proven knowledge, experience and understanding of the issues affecting families of children 0 - 12 years of age
- Ability to resolve conflict and develop strategies to deal with stressful situations
- Proven ability to operate within a continuous improvement framework
- Demonstrated experience in achieving outcomes through setting direction, priorities and goals and ensuring accountability for results
- Ability to plan, organise and direct resources to meet case plans, referrals and group activities requirements/deadlines
- Proven ability to work in a team environment
- Competence in using a personal computer, internet and the Microsoft Office suite of programs.

### ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

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- Certificate IV in Training and Assessment
- Experience in working for a non-for-profit agency
- An understanding of the social needs of families
- Experience working with people from CALD and indigenous background

### **SPECIAL CONDITIONS**

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Provide First Aid Certificate
- Have the flexibility to work from various Lutheran Care worksites and occasional evenings and weekends if required
- Undertake some intra-state and interstate travel if required

### **ACKNOWLEDGEMENT:**

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_

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