



## POSITION DESCRIPTION

### POSITION DETAILS

<b>Local Title and Program Area</b>	ChildFIRST Worker, Family Services, Placement & Family Services
<b>Position Number</b>	P 07
<b>Classification, Time Fraction &amp; Duration</b>	Level 3 Full time (38 hours/week), ongoing
<b>Responsible to</b>	Team Leader, Family Services
<b>Qualifications</b>	A qualification in Social Work, Youth Work, Welfare Studies, Social Science or other relevant tertiary studies
<b>Location</b>	140 Langtree Avenue, Mildura

### ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses, facilitating the most appropriate, timely and cost-effective support to those most in need of support.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP's website [www.masp.org.au](http://www.masp.org.au).

### PROGRAM OVERVIEW

The Placement & Family Services Program consists of a range of support services directed to children, young people and families.

The program generally aims to assist parents provide safe and supportive care for their children while still at home and, in those cases where children or young people have been removed, to provide the optimal level of care and support while in out-of-home care and to work toward family reunification.

Family Services staff provide a range of solution focused interventions targeting those vulnerable children, young people and their families who are at risk of coming to the attention of Child Protection and potentially progressing into the child protection system for lengthy or repeated periods.

Family Services is also responsible for the provision of Finding Solutions, a parent/adolescent mediation service and also for the Youth Support Service, a service designed to divert offending youth away from the criminal justice system.

The agency's Family Services program is also responsible for the provision of the ChildFIRST function on behalf of the Mallee Children Youth & Family Services Alliance across the Mallee catchment, ie Mildura, Swan Hill, Gannawarra and Buloke LGAs.

The primary purpose of ChildFIRST is to ensure that vulnerable children, young people and their families are linked effectively into relevant services in a timely fashion.

## POSITION OVERVIEW

The ChildFIRST worker reports directly to the Team Leader, Family Services and undertakes assessments of risk and need in relation to vulnerable children and families.

These assessments then inform ongoing service provision where significant concerns are raised about the safety, development or wellbeing of children and young people referred.

## POSITION DUTIES

1. To provide information, referral and advice to families, other professionals and community members in matters relating to family support services.
2. To conduct assessments of referrals to identify risks to and needs of children where concerns have been raised about their wellbeing.
3. Based on assessments undertaken, make recommendations concerning ongoing family services involvement and develop appropriate intervention plans.
4. To participate in Mallee Children Youth & Family Services Alliance meetings/promotions, as required.
5. To assist in the development, implementation and ongoing evaluation of the ChildFIRST service and to liaise with other funded family services.
6. To work in accordance to the Children, Youth & Families Act 2005.
7. To provide opportunities for children, young people and families to experience self-determination and positive social esteem.
8. To keep appropriate records including information systems, statistical data and client records as required.
9. To participate in supervision on a regular basis.
10. Advocate on behalf of the children, young people and families where necessary.
11. To attend courses, seminars, workshops as required to continually extending knowledge base.
12. To be an appropriate, positive role model for the people that we work with and staff in line with MASP standards and expectations.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

## SKILLS AND COMPETENCIES REQUIRED

### Personal Attributes

- Honesty
- Ethical practice
- Positiveness
- Determination
- Self discipline
- Resilience
- Client focus
- Analytical approach
- Flexibility
- Cultural awareness
- Creativity & innovation
- Inclusiveness
- Collaborative approach
- Supportiveness

### Capabilities

#### Community & inter-agency relations

- **Networks and stakeholders** – utilises own community networks to achieve established outcomes
- **Community** – contributes to staff forums and meetings about key community issues
- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Knowledge of community** – maintains basic awareness of current community issues and knowledge of relevant organisations

#### Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

#### Communication

- **Written communication** – provides accurate written information using forms, files and templates appropriate to the task
- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues

#### Service Delivery

- **Reflective practice** – applies organizational practice models, procedures and relevant legislation when working with clients
- **Knowledge of client issues** – maintains awareness of client needs
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Diversity** – demonstrates sensitivity and respect for diversity and differences in colleagues and clients
- **Client confidentiality and dignity** – respects client and team member confidentiality

## TERMS AND CONDITIONS

### Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Inc. Enterprise Agreement 2015. Salary packaging arrangements available.

### Probation Period

On commencement, an initial six-month probationary period.

### Police Check & Working with Children Check

Completion of a satisfactory Police Records check and supply of Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

### Driver Licence

Appointee must possess and retain a current Victorian driver licence.

### Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

### Responsibility and Continuous Improvement

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.

### Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated.

### Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

### Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy.

## KEY SELECTION CRITERIA

1. Possession of the mandatory qualification required for the position.
2. Demonstrated experience in assessment and/or complex casework.
3. Experience in provision of services to families who are experiencing extreme conflict or potential family breakdown.
4. Working knowledge of the relevant legislation particularly, the Children, Youth & Families Act 2005 and the child protection, family services and out of home care systems.
5. Experience working with families where child safety and development is an issue, including risk assessment and management, complex family assessments, planning and implementation of intervention strategies.
6. Demonstrated knowledge of relevant theory as it relates to child and adolescent development, attachment and separation, loss and grief and family dysfunction.
7. Demonstrated ability in liaison with government and nongovernment agencies.
8. Capacity to provide parents and/or caregivers with advice and support concerning child or adolescent behavioural issues.
9. The ability to engage and relate to a range of different people from various backgrounds and cultures.
10. To possess effective organisational and time management skills.
11. Sound negotiation and assertiveness skills.
12. Computer literacy.
13. Well-developed written and verbal communication skills.
14. Ability to work both independently and as part of a team.

## APPLICATIONS

Applications **must** address the Key Selection Criteria and be emailed by the due date, addressed to:

Nathan Jilbert  
Human Resource Manager  
[careers@masp.org.au](mailto:careers@masp.org.au)

Prior to submitting their application, applicants are strongly encouraged to discuss the position with the MASP contact as advertised on the employment page at [www.masp.org.au](http://www.masp.org.au).