

Position Description

Position	Family Services Worker
Program	Newpin – New Parent Infant Network
Location	Hamlyn Heights
Date	July 2021

About Bethany

Bethany Community Support Inc. is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

Our Values

- **Courage** We take action and stand up for what we believe
- **Respect** We value people and build on their strengths
- **Integrity** We are open, fair and just in everything we do
- **Innovation** We develop new ways of working to make a difference
- **Collaboration** We work together to improve outcomes

Bethany’s Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Commitment to Child Safety

Bethany is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

Position Objectives

Bethany's New Parent Infant Network (NEWPIN) Early Years Program is an intensive therapeutic and support program for mothers with children aged 0-4 years. The NEWPIN program offers a range of centre based programs that work intensively with mothers and young children as well as providing home visiting and individual outreach support. The NEWPIN Program is based on the core values of: Respect, Safety, Equality, Empathy and Self Determination.

Position Description

The aim of NEWPIN is to intervene early to offer families a unique opportunity to affect positive change in their lives and relationships through personal development in a safe and supported environment. The program aims to strengthen and enhance the mother-child relationship and provide opportunities to build lifelong skills and to form secure attachments. The NEWPIN program specialises in assisting mothers to develop emotional maturity and well-being and promotes the skills that parents need to manage practical as well as emotional challenges. The wellbeing of children is central to NEWPIN practice and the centre provides a secure emotional and physical place for children to explore, play, socialise and learn.

NEWPIN Early Years is a component of Bethany's Family Services Program and is funded through the Department of Health and Human Services. The program operates under Victoria's Children, Youth and Family Act (2005) and the (DHHS) Best Interest Case Practice Model.

The position objective – The Family Services Worker undertakes key worker case management responsibilities for individual clients and group work for the wider Newpin client group to deliver high quality response for families and young children.

The role works in accordance with agency values, policies and procedures and reports directly to the Coordinator Early Engagement.

Key Responsibilities

- Plan and deliver a high quality NEWPIN program which is responsive to the specific needs of children and families and inclusive of:
 - therapeutic group work programs
 - educative group work programs
 - play based learning experiences
 - home visits and individual outreach work
 - individualised case management
- Support and proactively encourage parental involvement in the NEWPIN Program to:
 - ensure that the wellbeing and developmental needs of children are met (including families from Aboriginal and Torres Strait Islander backgrounds and families from diverse cultural and linguistic backgrounds)
 - facilitate parent/child interactions and the fostering of secure attachments
 - contribute to parent's understanding of their children's developmental and physical care needs
 - support safety and security of the child and the parent
 - develop and support immediate and planned interventions to promote change in parenting skills and practices
- Proactively assist families to link with other early intervention programs, community support or relevant networks as appropriate to their circumstances. This may include instigating direct referrals, acquiring relevant resources, organizing visits by

Position Description

professionals, care team response and facilitating other forms of contact as appropriate.

- Undertake Key Worker responsibilities by having responsibility for individual client's case intervention /case coordination for allocated families. This includes being main point of contact and support, developing and implementing family action plans, accessing and supporting required resources/ services, managing collaborative links with other professionals and coordinating the NEWPIN program response for these families.
- Plan and facilitate family meetings, case conferences and professionals meetings to support families to meet their goals and ensure the best interests of children are being met, utilizing the Best interest of the Child framework.
- Ability to be intellectually and emotionally attuned to the needs of clients
- Develop and maintain strong linkages with key early year's professionals and networks. Ability to engage and work collaboratively with relevant community networks, professionals and service providers.
- Contribute to program evaluation to enable ongoing operation and improvement of the program.
- Operate within the legislative requirements of Child Safety and in conjunction with the implementation of the Child Youth and Family Act 2005
- Actively engage in regular formal supervision, team and agency meetings
- Commitment to the principles of social justice, access and equity for disadvantaged and vulnerable families.
- Provide transport using agency car or large people moved vehicle, to and from NEWPIN for parents and their children.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.
- Support and participate in the Agency's continuous quality improvement process. Contributes to the development of processes and systems to improve quality of service.
- Manage complex cases and matters under the general direction of senior staff.
- Other duties as required.

Key Selection Criteria

Essential

1. A relevant tertiary qualification in Early Years, Social Work, Psychology, or other related Behavioural Sciences at degree level
2. Current full Victorian Driver's Licence
3. A satisfactory criminal records check and Working With Children Check
4. Knowledge of relevant legislation, risk and needs assessment frameworks and appropriate application of these ensuring compliance in work practices.

Position Description

- 5. Demonstrated capacity in direct case work and case management including the ability to actively engage families through assertive outreach and home visiting.

Desirable

- 6. Skills and ability to facilitate and evaluate responsive therapeutic and educative group work programs and to develop moderately complex group work projects.
- 7. An understanding of the complex issues that can impact the parents' capacity to meet the needs of their children.
- 8. Knowledge of services and interventions that can address factors associated with family vulnerability, an ability to undertake multi agency work and an ability to actively engage families in decision-making processes.
- 9. Strong communication skills that include the ability to constructively provide open and honest feedback to families in relation to both strengths and challenges in parenting skills/practices, related to making changes in the best interest of the children.
- 10. Competent in self-management and ability to work both individually and as a member of a team to achieve program goals and objectives.
- 11. Excellent communicator with strong interpersonal, written and oral communication skills
- 12. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Capabilities and Personal Attributes

- Advocates and champions to achieve positive change
- Demonstrates a commitment to social justice and social inclusion.
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities
- Creates and sustains dynamic and productive relationships to maximise outcomes.

Organisational Relationships

Supervisor	Co-ordinator Early Engagement
External Liaisons	Barwon Child and Family Services Alliance, DHHS, Child Protection, Maternal Child Health, Kindergartens, Education and

Position Description

	Early Years providers, NDIA, Centrelink and other Community Service Organisations.
Stakeholders	All Staff, clients

Conditions and Remuneration

Salary	This position is classified as an award payment on the Social Community Home Care and Disability Services Award 2010, Level 5 with a salary range of \$83,058.94 to \$86,826.23. In addition, the package also includes salary sacrifice as per government legislation.
Ordinary Hours	Ordinary hours of work will be worked between agency hours of 8am to 7pm.
Conditions	Other conditions of employment as per the Bethany Enterprise Agreement.
Travel	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
Physical Requirements	<ul style="list-style-type: none"> ▪ Actively engage with infants/young children and parents in play settings - Daily ▪ Sit at a computer or in meetings for extended periods - Regular ▪ Work in an open plan office - Daily ▪ Driving - Regular ▪ Outreach home visits – Daily ▪ Acknowledging impact of COVID-19 restrictions, work may include remote access and Working from Home arrangements as required by the organisation.
Right to work in Australia	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document.

Position Description

Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:
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