

Position Description

Position	Family Worker
Program	Family Services
Location	Geelong West
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 Purpose

Working together to meet the changing needs and aspirations of people in their communities.

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.

Bethany's statement of commitment to child safety

Bethany Community Support 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.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Position Objectives

This program comprises case work, assertive outreach services, and case management using a range of interventions including coordinated interventions, home-visiting, office based support, volunteer support and group work interventions.

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Key Responsibilities

- Undertake direct work with families using casework, case management and case co-ordination both within the office, the community and in the family's homes.
- In collaboration with families, establish quality family assessments, safety plans, goals and interventions to ensure the safety and wellbeing of children and empower families towards positive change.
- Work collaboratively with other programs and other relevant professionals, including where necessary Child Protection, to ensure effective service user outcomes.
- Work collaboratively with volunteers toward achieving family goals and provide case specific supervision to the volunteers.
- Implement and operationalises agency policies, procedures, and service standards.
- Maintain accurate and quality client records in line with Agency standards and procedures, and collect complete and accurate data as required by the Agency, Department of Health and Human Services and external evaluators.
- Implement and facilitate group work programs for service users as required
- Actively participate in regular formal supervision with the Team Leader and team and Agency meetings
- Actively participate in the supervision of students in the program as required.
- Make recommendations to participate in the Agency's continuous quality improvement process and effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.
- Other duties as required.

Key Selection Criteria

Essential

1. A relevant tertiary qualification in social work, psychology and/or related behavioural sciences and eligibility for membership of a professional association.
2. Experience working with families within a casework/case management context utilising a variety of intervention skills including experience in engaging vulnerable families through relational strategies of assertive outreach.
3. A high level of knowledge and understanding of the principles and practice of case management/case work and an understanding of the issues related to families at risk, child safety and wellbeing concerns with a commitment to the strengths based and solution focus work with families.

Desirable

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4. A high level of knowledge and understanding of family violence and the impact on children.
5. Have experience **in at least one** of the following areas;
 - Mental health/counselling
 - Drug and alcohol counselling
 - Child development
 - Community development
 - Family Violence
 - Child protection
 - Disability Services
6. Ability to work under pressure and meet deadlines with a high level of organisational and time management skills with a demonstrated ability to work independently, use initiative and model resilience and demonstrated capacity for innovation, flexibility and ability to assess and implement successful solutions.
7. Demonstrated ability to work co-operatively and effectively within and across teams, programs and other services to enhance client outcomes.
8. Competent in self-management and solution focused, including highly developed written, verbal, interpersonal and service collaboration skills including the ability to deal openly and effectively with people and/or children with multiple and complex needs.
9. 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 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.
- Creativity in engaging families who are impacted by COVID-19 restrictions.
- Ability to use platforms such as Zoom, Microsoft Teams and WebEx as required (training available)

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Organisational Relationships

Supervisor	Team Leader – Family Services
External Liaisons	DHHS Community Based Child Protection
Stakeholders	All Staff and Bethany 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 pay point 1 -3 with a salary range of \$85,140.87 - \$89,007.30. In addition, the package also includes salary packaging 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"> ▪ Sit at a computer or in meetings for extended periods – regular ▪ Work in an open plan office - regular ▪ Driving – regular ▪ Lifting, bending, pushing and pulling – occasional ▪ Acknowledging the impact of Covid-19 restrictions, work may include remote access and Working from Home arrangements as required by the organisation. ▪ Outreach home visits within Bethany COVID-19 guidelines – regular
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.

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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. 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: