



Position Description

Position Title:	Child FIRST Intake Worker
Salary & Conditions:	FamilyCare Enterprise Bargaining Agreement
Department:	Child and Family Services
Direct Report To:	Program Leader
Responsible For:	Provision of Support to children and families
Performance Review:	At three months, then annually thereafter.

FamilyCare Vision

Strong, resilient families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira. FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

Key Selection Criteria

1. Qualifications

Essential

- Bachelor of Social Work or other tertiary qualifications relevant to Social Welfare Practice.

Skills, Knowledge and Experience

Essential

- Minimum two years working experience in the child and family services' sector.
- Experience including working with infant, children, young people and families at risk.
- Skills and understanding of the issues related to families, children and young people in the areas of:
 - Family functioning
 - Parent/child relationships
 - Parenting skill development
 - Child and adolescent development
 - Household management.
 - Vulnerabilities.
 - Risk assessment.
 - Client engagement.
 - Trauma informed practice.

- Understanding of what constitutes child abuse and neglect.
- Understanding of the Children, Youth and Families Act 2005 and the Child and Wellbeing Act 2005.
- Ability to assess the needs of children, families and individuals presenting for services at:
 - FamilyCare, IFS, C2K, MP, PCP.
 - The Bridge – Young Pregnant and Parenting program, integrated FS, C2K.
 - Rumbalara Family Services and C2K.
 - The Bridge youth service.
- Knowledge and understanding regarding the theoretical perspectives underpinning various aspects of the position including family dynamics, life stages and child and young persons development.
- High level of interpersonal and communication skills, including the ability to communicate, negotiate and liaise with a range of professionals and community services.
- The ability to work as part of a team.
- Strong administration and organisational skills, including strong computer literacy.
- Excellent time management skills.
- Participate in the after hours and on call roster.

2. Child FIRST Intake Worker – Information

Aim of Service

A central feature of the Children, Youth and Families Act 2005 was the establishment of clearer entry points into Child and Family Services in Victoria where there are significant concerns for the wellbeing of children.

The Child FIRST (Family, Information, Referral and Support Team) program was established for the local government areas of Moira, Greater City of Shepparton, Strathbogie, Mitchell and Murrindindi.

Child FIRST provides a community based intake and referral point into support services for children and families including the Integrated Family Services Program. Child FIRST operates under the provisions of the Children, Youth and Families Act 2005. The program has developed ongoing collaborative relationships with all referral sources and the referral recipients of FamilyCare, The Bridge Youth Service and Rumbalara Family Services.

Child FIRST works with families where there are children under 18 years of age to strengthen capacities and skills. The program essentially aims to enhance child, adolescent and family health and wellbeing, to prevent child abuse and neglect and to support the family through major transitions and times of crisis.

The Child FIRST worker will receive referrals into the Child FIRST program and in consultation with their supervisor they will determine the referral priority, the manner of engagement with the child(ren) and family and the initial assessment process and action.

3. Key Performance Responsibilities

3.1 Service Delivery

- Provide a direct service including intake, initial assessment, provision of a range of short term interventions and risk assessment.
- Undertake assessment of children in relation to need and risk utilising the 'Best Interests' framework.
- Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.
- Provide information, advice and support to parents, carers, professionals and community members.
- Apply a range of other short term interventions in conjunction with the supervisor. These may include assertive outreach and other active engagement strategies.
- Work with all families using a strength based family focused, child centred approach.
- Work respectfully with all families and be mindful of the cultural and social influences that each family may present with.
- Participate in the after-hours on-call roster (where negotiated) to assist families experiencing complex situations outside normal office hours. On occasion, workers also receive calls from staff who may work after hours.
- Take direction when necessary.

3.2 Data Collection and Reporting

- Maintain program administrative requirements including maintenance of comprehensive case notes.
- Maintain electronic data collection requirements.
- Provide internal reports to the Program Leader.

3.3 Representation and Advocacy

- Identify gaps in services available to program clients and advocate on their behalf.
- Attend network meetings and other related local forums or meetings.
- Actively network locally and regionally to raise awareness and knowledge of the ChildFIRST program referral pathways and the issues affecting children, adolescents and families.
- Attend internal program and team meetings.

3.4 Community Development and Education

- Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people and families.
- Promote a broader understanding of relevant State and Federal legislation that impacts upon children and family welfare including the Children, Youth and Families Act 2005 and the Child Wellbeing and Safety Act 2005.

- Understand the relationship between Child FIRST and the Community Based Child Protection Worker and the Department of Health and Human Services.

3.5 Quality Improvement and Evaluation

- Meet occupational health and safety requirements.
- Conduct activities to measure the effectiveness of interventions applied.
- Ensure that relevant policies and procedures are followed.
- Participate in regular supervision activities and appraisal.
- Identify training needs in consultation with supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Be aware of and meet FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about abuse and neglect to a supervisor or manager.

4. Current and Valid checks:

- Drivers licence.
- Police check.
- International police check when applicable.
- Working with Children Check.

5. Other Information

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
 - Ensuring the safety of children.
 - Respecting diversity and
 - Providing a workplace free from discrimination and harassment.