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# **Position Description**

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| Position Title | Family Coach |
| Salary & Conditions | FamilyCare Enterprise Bargaining Agreement |
| Classification | Level 4.1 – 4.4 *(Dependent on qualifications and experience)*  Social, Community, Home Care and Disability Services Industry Award 2010  *Appropriately skilled and experienced staff may be appointed to Level 5 or 6 provided they meet the prescribed addendum selection criteria.* |
| Department | Child and Family Services |
| Position reports to | Team Leader |
| Performance Review | At six months, then annually thereafter |

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations peoples of Australia.

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 is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

## Vision

Strong families and communities.

## Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

## Core Values

The Code of Conduct reflects and supports FamilyCare’s core values, which are:



## Role Summary

FamilyCare in partnership with the consortium members of Kids First, Wellways and Mitchell Shire Council are establishing Hub 3756; a multiyear trial of an Early Help program for the Mitchell Shire community.

Hub 3756 has been co-designed with community, for community with the objective to develop a community that both supports and seeks early help, assistance and care by building strengths and knowledge of families and universal services, through building trusting & reliable relationships enabling evidence based early help supports to be provided to identified families and greater participation in universal services.

This response will reduce the likelihood of targeted children entering the statutory child protection system through increasing families’ capacities to keep them safe and access support from the universal sector. This connected, supported community will, in turn, seek out those with needs who may be hidden; preventing social isolation, removing barriers to receiving preventative care and reducing their need for secondary and tertiary intervention.

The primary purpose of the Family Coach position is to provide holistically brief and group based support to families with emerging vulnerability, based on their needs and in a culturally safe manner. The main focus will be to identify opportunities to establish peer support groups for parents for the purpose of mutual support and to build social connection. Family Coaches will support these groups to become established and continue to provide support as needed.

## Key Performance Responsibilities

### Service Delivery

1. Maintain an allocated Family Services caseload of families requiring brief (i.e. single session) and group based interventions.
2. Support relationships between children and their parents in accordance with case plans and reviews.
3. Participate in outcomes focused family assessment and case planning.
4. Ensure that case plans are regularly reviewed and facilitate the attendance of all key stakeholders at relevant meetings including case planning meetings and reviews.
5. Assess client need and support referral pathways to connect families with additional therapeutic or practical supports.
6. Support children and their families by providing or locating practical and/or emotional assistance.
7. Work with other professionals as necessary and maintain accurate and up-to-date records.
8. Participate in regular case review process and complete closures in line with FamilyCare standards.
9. Engage in collaborative practice including networking opportunities and interagency partnership as part of best practice.

### Data Collection and Reporting

1. Maintenance of accurate electronic case files and records in line with policies and procedures.
2. Ensure service standards, program procedures, and client information systems are maintained in accordance with requirements.
3. Maintain confidentiality and duty of care, including identification or family violence.

### Representation and Advocacy

1. Attendance at, and participation in, staff meetings and contribution to a professional and harmonious workplace.

### Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.
4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. 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.

## Key Selection Criteria

### Knowledge and Skills

1. Extensive experience and skills in trauma informed practice and family violence, alcohol or other drug and/or mental health within children, youth and family service delivery or similar.
2. A practical and in depth understanding of the impact of family violence on families and an ability to apply a gendered family violence lens when working with clients.
3. Demonstrated ability to identify and apply internal and external policies, procedures and relevant legislation.
4. Able to work independently, whilst contributing strongly as a member of a multi-disciplinary team.
5. Demonstrated capability to network and build trusting and reliable relationships with clients, colleagues and stakeholders.
6. Demonstrated responsibility for client outcomes and program compliance activities and support other team members to achieve desired results.
7. High level of interpersonal and communication skills, including the ability to communicate, negotiate, and liaise with a range of professionals and community services.

### Qualifications

* Tertiary qualification in Social Work or equivalent.

### Safety Screening

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

Current Australian Drivers Licence is required.

### Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All staff and volunteers must abide by a Code of Conduct.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

* ensuring the safety of children;
* respecting diversity; and
* providing a workplace free from discrimination and harassment.