

JOB DESCRIPTION

TITLE OF POSITION	Family Support Worker/Parenting Group Facilitator
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Family Zone

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

Family Zone is a child and family centre providing a range of supports for families. Located on the Ingle Farm Primary School site, Family Zone is currently part of the federally funded Communities for Children program and state funded Department for Human Services. Family Zone provides a variety of programmes designed to help increase the confidence and skills of parents with young children. Programmes offered include parenting groups, home visiting and crèche services

ROLE SUMMARY

The broad aims and objectives of this role are to (please refer to specific activity plans and contracts for further detail):

- Deliver an 8 week “Being with Baby” course per school term in addition to providing home visiting support if required and post group support as required
- Provide family/community support using recognised theoretical frameworks of client centred practice and tailored activities to meet the needs of neurodiverse communities and their families.
- Provide home visiting and parenting group support for parents who are experiencing complex issues such as but not limited to mental health, domestic violence, educational disadvantage, personal stress or crisis. Support will be offered to each family over a specific timeframe in a culturally aware and non-judgemental manner.

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REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Family Support Worker/Parenting Group Facilitator reports to the Team Leader, Family Zone.

SPECIAL CONDITIONS

The successful applicant will be required to hold and maintain a satisfactory SA Department of Human Services Working With Children Check whilst employed.

Further conditions of employment are as follows:

- Hold a current and satisfactory National Criminal History Check
- Hold a current Safe Environments for Children & Young People certificate
- Hold a current and unrestricted South Australian Driver's Licence
- Hold a current Provide First Aid Certificate
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Have the flexibility to work from various Lutheran Care worksites and occasional evenings and weekends if required
- Undertake some intra-state and interstate travel if required

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CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the Family Zone Manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditure and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

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<p>Support Children and Parents</p>	<ul style="list-style-type: none"> • Develop, promote, facilitate and evaluate Being with Baby groups. • Facilitate parenting education programs. • Link families with appropriate support services within Family Zone and partner organisations. • Deliver client centred, strengths based approach to working with families • Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs. • Facilitate and deliver culturally appropriate services, programs and activities
<p>Communication</p>	<ul style="list-style-type: none"> • Identify and develop key relationship networks to achieve goals, and improve outcomes for clients and service delivery methods. • Communicate effectively to engage and establish rapport with clients and team members. • Promote, facilitate and model positive collaboration between Organisations and Family Zone. • Advocate and make appropriate referrals to ensure the families are connected to relevant services
<p>Administration and Support</p>	<ul style="list-style-type: none"> • Maintain appropriate records of activities and contribute to reports. • Contribute to the ongoing review of the delivery of Family Zone services and needs. • Work with the Family Zone community to implement activities that will result in improved outcomes for children and families. • Plan and monitor workloads to maintain a high standard of service and service delivery.
<p>Family Support</p>	<ul style="list-style-type: none"> • Communicate effectively and respectfully with families and individuals • Conduct intake and assessment and needs assessment with families and individuals where appropriate • Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs. • Provide support for families including group facilitation
<p>Case Management</p>	<ul style="list-style-type: none"> • Deliver client centred, strengths based Case Management. • Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs. • Ensure and maintain confidentiality for all clients. • Monitor and review the case plan with the client • Meet regularly with clients and address issues as they arise • Assist clients to address life issues that contribute to their personal situation • Ensure and maintain confidentiality for all clients.

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	<ul style="list-style-type: none">• Maintain and keep up to date case notes• Ensure client case files are kept in a safe and locked location.
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Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Degree in Social Work, Behavioural Science (or similar) and/or extensive early childhood and parenting education experience
- High level of interpersonal skills to negotiate and liaise effectively with staff, clients, volunteers and stakeholders from a variety of backgrounds
- Knowledge and experience in parenting support
- Knowledge of issues in relation to mental health, substance misuse and domestic violence and the effects on parents and children
- Proven knowledge, experience and understanding of the issues affecting families of children 0 - 12 years of age experiencing varying levels of Neurodiversity.
- Ability to resolve conflict and develop strategies to deal with stressful situations
- Proven ability to operate within a continuous improvement framework
- Demonstrated experience in achieving outcomes through setting direction, priorities and goals and ensuring accountability for results
- Ability to plan, organise and direct resources to meet case plans, referrals and group activities requirements/deadlines
- Demonstrated experience in community support
- Proven ability to work in a team environment
- Competence in using a personal computer, internet and the Microsoft Office suite of programs.

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ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Certificate IV in Training and Assessment
- Skills and experience in preparing and presenting information for training groups and for reporting to meetings
- Experience in working for a non-for-profit agency
- An understanding of the social needs of families
- Experience working with people from CALD and indigenous background
- Understanding of basic mental health issues

Employee: _____ Witness: _____ Date: _____

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