



**Family Support Newcastle**  
*your family, our community*

**Information Package**  
**Family Worker - Waratah**

**Copy of Advertisement**

**Selection Process & Application Details**

**FSN - An Overview**

**Position Description**

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## Copy of Advertisement

### Family Worker

**Make a difference to the lives of vulnerable children and their families  
Work in a closely connected and supportive team.  
Work with parents in their homes and in groups to overcome difficulties  
that are impacting their children's lives.**

A Family Worker is required for our Family Support Program for 25 hrs pw. Grade 4 SCHADS award. Above award conditions include eight days additional leave per year, professional development provisions

Applicants will have demonstrated experience in working to promote change with families who are disadvantaged. The work includes case management, home visiting and delivery of group work programs.

FSN is an EEO employer. We encourage people of Aboriginal or Culturally and Linguistically diverse backgrounds to apply.

For an information package please go to our website [www.nfss.org.au](http://www.nfss.org.au)

For further details, call 4926 3577 or email [shellier@nfss.org.au](mailto:shellier@nfss.org.au)

You must address the selection criteria (in the Information Pack to be considered for the position)

Closing date for applications: 9am Friday 4 March 2022

## **Selection Process & Application Details**

The Child Protection (Prohibited Employment) Act specifies that before FSN can employ you we are required to conduct a Working with Children Check.

FSN will also require you to sign a declaration that you have not been charged with or convicted of any action that could be considered to make you unsuitable to work with children or vulnerable adults.

**Applicants will be selected for interview on the basis of how well their applications address the selection criteria.** When the positions have been filled an eligibility list may also be created. Other positions, either casual or ongoing that become available in the next 6 months may be filled from this list.

### ***Application Details***

To apply please submit a written application **addressing the selection criteria** by email to

[shellier@nfss.org.au](mailto:shellier@nfss.org.au); (Sue Hellier, CEO, Family Support Newcastle)

**\* In your application please address the essential criteria for the position and include your CV and phone contact for at least two referees who can talk about your ability to meet the criteria.**

**Applications close 9am Friday 4 March 2022**

## **FSN - An Overview**

Family Support Newcastle (FSN) has operated since 1979 to assist families with children in their care.

The service operates within a philosophy of empowerment through participation in decision making. This philosophy informs all aspects of the service. Clients are represented on the Board of Management and are encouraged to participate in decision making about the service.

We strive to be open and accountable at all levels. We encourage families to ask questions about the running of the service and to contribute their ideas.

This philosophy also influences the process of decision-making and model of leadership. It involves consultation, honesty, vulnerability, openness and reciprocity between families and workers and between staff members.

We are strongly influenced by feminist thinking that recognises an imbalance of power between men and women. This has resulted from oppressive social structures that force men and women into particular roles. These roles result in men having the public and influential voice, and women the domestic voice. These positions are false and antagonistic. The objectification of women and gendered violence are two significant and harmful outcomes. Both men and women have much to gain from addressing this inequality.

We note that for Aboriginal men and women, this intersects with the impact of colonisation in separating Aboriginal people from their lore, language and culture. The cultural oppression has disempowered both men and women.

The organisation currently operates six projects from two locations in the Newcastle area. We receive approximately \$2m in funding from Federal and State funding providers. Services that we provide include domestic violence services, specific services for fathers and as well as services for families with children.

## **Our commitment to Aboriginal People**

We acknowledge the history of invasion and subsequent colonisation of this country and the impact this has had on its peoples.

We acknowledge that this is, always has been, and always will be Aboriginal land.

Our commitment is to:

- Provide a respectful, safe and welcoming environment for Aboriginal and Torres Strait Islander peoples.
- Provide services appropriate to Aboriginal and Torres Strait Islander peoples in consultation with Aboriginal and Torres Strait Islander peoples and Aboriginal agencies.
- Proudly and visibly support Aboriginal and Torres Strait Islander rights and openly challenge racism in ourselves and others.
- Develop Aboriginal cultural competence.
- Respectfully learn from Aboriginal and Torres Strait Islander peoples, recognising that this is a life long journey.

We have processes in place to regularly and openly measure and review our effectiveness in implementing this commitment.

## **MISSION, VISION and VALUES**

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### **MISSION**

Family Support Newcastle provides services that promote the well-being of children and their families, of individuals, and communities. We often work in partnership with other services to provide more options for the families we support. We are inclusive of Aboriginal and Torres Strait Islander people, people from other culturally diverse backgrounds and those who experience discrimination and disadvantage.

We contribute by providing services which promote the well-being of children and their families, individuals, and communities. We particularly aim to reach those who experience ongoing hardship.

We provide services that include:

- Counselling and individual assistance either in the home or at a centre
- Support to families, with a child centred focus
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Support to women leaving domestic violence.

We aim to work in ways that are mutually beneficial to families, staff and the whole community and that encourage participation of families and staff in decision making. Our work is built on a strong social justice foundation.

### **VISION**

Communities that are just, safe, strong and connected, providing opportunities for *all* families, individuals and children to grow and live well. Communities where history is acknowledged and healing is supported; where diversity and creativity are embraced and encouraged.

### **VALUES**

The safety and wellbeing of children and families are at the centre of everything we do

Integrity

Generosity

Diversity

Justice

### **OUTCOMES STATEMENT**

We want children and young people to be:

- Resilient, happy, capable and healthy
- Part of strong, fair, supportive and safe families and communities

## Position Description Family Worker

Reports to	Team	Location	Position Status	Remuneration
Team Leader	Family Support Program	Waratah Family Centre	Part-time (25h)	Level 4 PP 1 - 4

### PURPOSE

#### THE PROGRAM

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Family Support Program is funded through NSW Department of Communities and Justice. It is primarily a case work/case management service providing early intervention services to families with children experiencing hardship or disadvantage. Services include information and referral, home visiting, group work, case management, case work and counselling

#### OVERVIEW

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The family worker will participate in a team that brings creativity, enthusiasm and optimism to the work. Through direct work with families and collaborative working relationships with external agencies they will ensure that FSN provides excellent services that make a significant difference to the lives of all family members.

The service has significant emphasis on the provision of services to families experiencing ongoing hardship. The role requires a solid understanding of and ability to work with the issues that confront families who are disadvantaged.

#### SPECIFIC TASKS

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##### Service Delivery

Provide services in a manner consistent with FSN Organisation Practice Model.

Use FSN case management processes for all clients

Provide direct service to families both individually and in groups. This will be provided through home visiting, centre appointments, family centre activities, supported playtime activities and group programs in the centre and in other community venues

In consultation with the team leader, make appropriate referrals and participate in relevant case meetings.

##### Team Participation & Work Management

Contribute to the ongoing development of a dynamic, creative and cohesive team with solid, equitable and honest relationships.

Use supervision, professional development and FSN performance accountability processes to enhance outcomes for families.

Participate in the supervision and support of client families who are volunteering and children's activity workers.

##### Program Outcomes

Contribute to the development of appropriate planning and accountability processes for the project.

Contribute to the development of project specific evaluative processes as required.

Collect program data and contribute to using the data to improve the service to families and to develop more efficient and effective practices.

## **FSN EXPECTATIONS**

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1. Work to promote the vision and mission of the organisation
2. Work within the philosophy and values of the organisation
3. Abide by the Code of Behaviour, confidentiality and all policies and procedures of the organisation. Comply with all statutory provisions applicable to the position and the organisation
4. Implement the FSN commitment to Aboriginal and Torres Strait Islander People
5. Participate as an active member of the FSN team assisting in other appropriate tasks and activities, working consultatively and co-operatively with other staff, and if required, volunteers and management committee members
6. Contribute to the maintenance of an organised, safe and inviting work environment
7. Attend and participate in scheduled meetings and staff development activities
8. Ensure that your working relationships are based on equality between all team members
9. Liaise professionally with other relevant government and non-government services
10. Establish respectful, genuine relationships with client families where appropriate

## **SELECTION CRITERIA**

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### **Essential Requirements**

1. Tertiary qualification relevant to the role
2. Demonstrated experience in working with vulnerable families and communities including where children are at risk of harm and where there has been family and domestic violence
3. Demonstrated experience in providing case managed therapeutic support to improve the lives of families and the wellbeing of children
4. Demonstrated experience in group facilitation and evaluation skills
5. Professional values that are consistent with FSN values
6. Highly developed written and verbal communication skills including case notes and reports
7. Thorough understanding of the barriers that Aboriginal Australians experience and a commitment to addressing these
8. A high level of computer proficiency, including data bases

### **Approvals/licences**

- Fully vaccinated for COVID-19, or at least the first vaccine with the second scheduled
- Current WWCC
- Criminal Records Check
- Current licence and comprehensively insured vehicle
- Must be available to work Mondays