



## **Family and Child Connect Engagement and Referral Support Worker**

### **Position Description**

Employment Status: 0.5 Permanent Part Time – contracted to March 2019

Girudala Community Co-operative Society Ltd is an Aboriginal, Torres Strait & South Sea Islander community- controlled organisation in the Whitsundays. We were established in 1975 to provide support services that advance the lives of our community members.

The advertised position will work closely with the Act for Kids Engagement and Referral Practitioners within the Family and Child Connect service to provide active engagement and referral for support to vulnerable families where there are child protection concerns, including conducting cold calls and appointments with non-consenting clients.

Key responsibilities will include but not be limited to:

- Maintain a case load of client families
- Identify family needs using specified tools
- Successfully engage families in a timely manner and gain their consent to refer into appropriate services
- Make effective referrals for clients' families to meet their identified needs
- Develop and maintain professional and ethical work practices
- Regularly attend and participate in case consultations
- Maintain your professional skills and participate in professional development activities
- Maintain positive relationships with government, NGO and community organisations
- Attend stakeholder and sector alliance meetings as required
- Maintain accurate, up-to-date entry records in required databases
- Comply with all Girudala policies and procedures
- Maintain confidentiality and privacy in all matters relating to staff, clients and procedures
- Fulfil other tasks that your manager/s may reasonably ask you to perform
- Act as a client/customer focussed, values-based team member and work collaboratively with other staff to achieve strong results across all activities at Girudala
- Ensure behaviour during all work interactions is aligned to our values of being professional, ethical, team oriented, caring, courageous and collaborative

It would be ideal if you had the following qualifications, skills and experience (but not necessary):

- Professional registration
- Membership of a relevant professional association
- Experience working within the child protection framework

- Ability to identify family and individual client needs using a child-centred approach
- Ability to identify child protection concerns
- A high level of engagement skills including experience in engaging with non-consenting clients in a respectful and non-threatening manner
- The ability to quickly and respectfully build rapport and gain family trust and consent to engage referral to other services
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people
- Ability to acquire a good working knowledge of support services available in the local region
- Ability to manage personal emotions and stress and to effectively deal with conflict in a calm and non-judgmental manner
- Have highly developed communication, problem solving and people skills
- Excellent time management, organisational and record keeping skills

You must:

- Hold, or qualify to hold, a Working With Children Check (Blue Card)
- A current driver's licence (C Class)
- Be eligible to legally work in Australia and proof of eligibility may be requested



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### **Key Selection Criteria**

1. What experience, knowledge or interest do you have of the child safety sector?
2. What skills would you bring to this position?
3. What is your understanding of the Family & Child Connect (FACC) Services?
4. What do you know about the organisations, Act for Kids and Girudala?

