



Family Support Newcastle
your family, our community

Information Package

Family Worker - Newcastle

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Family Worker

**Do you want to be part of a team that makes a difference?
Are you looking for a flexible, supportive and friendly workplace?
Do you have experience supporting vulnerable families?
Do you have a degree in social work or psychology?**

A Family Worker is required for Family Support Newcastle's (FSN) Intensive Family Preservation Project for 30 hrs pw Grade 4 SCHADS award (with over-award conditions). Hourly rate is approximately \$42.11.

Applicants will need to have extensive experience in working to promote change, with families whose children are at risk. The work includes home visiting, group work and on-call work.

FSN is an EEO employer. We strongly encourage people of CALD or Aboriginal background to apply.

For an information package please go to our website www.nfss.org.au

For further details call 4926 3577.

Closing date for applications: 5pm Tuesday 30 April 2019

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 mail or email.

By Post	Confidential - Job Application CEO Family Support Newcastle PO Box 629 NEWCASTLE 2300 NSW
By Email	info@nfss.org.au

* 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.

Note that applicants who do not clearly address the selection criteria will not be considered.

Applications close 5pm Tuesday 30 April 2019

Interviews will held on Tuesday 7 May 2019

FSN - An Overview

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 strongly represented on the Board of Management and are encouraged to participate in decision making about types of services provided.

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.

Over the past 20 years we have actively worked to improve our ability to provide culturally appropriate and effective services to Aboriginal families. We currently have two Aboriginal staff members and one Aboriginal person on our Board of Directors. We recognise that we are still in the early stages of the journey. Our *Commitment to Aboriginal People* (see below for more details) recognises the impact of invasion and colonisation on Aboriginal communities, families and children including the separation of Aboriginal people from their lands, lore, language and culture.

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 have often resulted 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. Our organisational practice arises from a feminist stance and is inclusive of men's perspectives on improving relationships between men and women, as well as culturally and sexually diverse voices. We recognise that cultural oppression has disempowered both men and women in Aboriginal communities.

The organisation currently operates nine projects from two locations in the Newcastle area. We receive approximately \$1.8m in funding from Federal and State funding bodies. Services that we provide include domestic violence services, special services for fathers and Aboriginal families as well as generic services for families with children.

Our Mission

Family Support Newcastle promotes healthy, resilient children and young people growing in flourishing families in just and strong communities.

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
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Community work
- Support to women leaving domestic violence
- Men's programs

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.

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.

The Project

This Intensive Family Preservation Project is funded through NSW Department of Family and Community Services.

Intensive support is provided to families referred from Community Service Centres. Families will be referred because their children are at significant risk of harm and court proceedings may need to be initiated if change does not occur.

A family who is accepted into the project will receive up to 3 months of intensive support (at least 2 home visits/week and access to 24-hour telephone support). They are able to receive a further 3 months of support that is less intensive. Wrap around services that include child care are also available to the family. The worker will be expected to hold a case load of 4 families.

For further information about the program go to:

http://www.community.nsw.gov.au/docswr/_assets/main/documents/eipp_models_ifp.pdf

Job Description

Responsible to:

Team Leader

Overview

The Family Worker will provide service of an appropriate intensity to families that are referred by CSC workers for assistance in order to reduce the potential of children being placed into care. The service is provided intensively for 3 months and then is significantly reduced in intensity for an additional 3 months. The worker will participate in a roster to provide the 24/7 telephone support to clients who are receiving the first 3 months of service.

Roles

Service Delivery

Use FSN case management processes to promote the best outcomes for children and their families.

Make prompt contact with the family (within 24 hours of acceptance of a referral) and effectively engage with all members of the family.

Provide direct service to children and their families both individually and in groups. This will be provided through home visiting, centre appointments, and groups in the community.

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

Participate in the 24/7 phone contact roster.

Ensure that services are accessible and appropriate to Indigenous children and their families.

Maintain appropriate records.

Develop, with client families, comprehensive transition plans at the relevant stages of the work (at the end of the 3 months of intensive work and at the end of work in this project).

Implement all aspects of the role as described in the Intensive Family Preservation Service Provision Guidelines See:

http://www.community.nsw.gov.au/docswr/_assets/main/documents/eipp_models_ifp.pdf

Team Participation & Work Management

Contribute to the ongoing development of a dynamic, creative and cohesive team.

Ensure that FSN philosophy, values and model are implemented.

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

Relationships

Ensure that your working relationships with peers are based on equality.

Liaise on professional issues with other relevant government and non-government services.

Work collaboratively with other agencies in delivering services.

Establish collaborative therapeutic relationships with client families that value the expertise and experience of the children and family.

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.

Other Organisational Requirements

Contribute to ensuring that FSN services are promoted in the community.

Participate in processes for providing integrated service delivery between FSN projects and attend relevant meetings required to support this integration.

Work as an active member of the FSN team assisting in other appropriate tasks as required.

Abide by the Indigenous Terms of Reference and all FSN policies and procedures.

Provide reports to the organisation as required.

Selection Criteria

Essential Requirements

- Social work degree or other degree majoring in psychology
- Extensive experience in working with families where children are at risk of harm
- Demonstrated skills in developing relationships with parents and children who may be reluctant to engage
- Demonstrated experience in providing case managed therapeutic support to improve the wellbeing of children and other family members
- Professional values that are consistent with FSN values
- Highly developed written and verbal communication skills
- Thorough understanding of the barriers that Aboriginal Australians experience and a commitment to addressing these
- Proficiency in using computer software, particularly MS Word and Outlook.

Note: All applicants are required to be able to work on Mondays and participate in a roster for a 24/7 on-call line. They must have a driver's licence and access to a comprehensively insured motor vehicle.