



Family Support Newcastle
your family, our community

Information Package

Receptionist, Intake and Family Work Assistant

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Family Support Newcastle
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Receptionist, Intake and Family Work Assistant

35 hours per week Level 3 SCHADS Award

**Do you want to be a part of a team that makes a difference?
Are you looking for a flexible, supportive, friendly workplace?**

We are seeking applications for a role that requires excellent administration, communication and organisational skills; experience in the human services sector. The main responsibilities are reception, administration, intake of referrals and enquiries; supporting Family Support Newcastle's family work processes and ensuring the Waratah Family Centre operates smoothly. You will be part of a dynamic, creative organisation offering flexible employment and above-average conditions.

We encourage people of Culturally and Linguistically Diverse or Aboriginal backgrounds to apply.

FSN is an EEO employer.

To be considered for the role you must address the selection criteria. For further details and information package visit www.nfss.org.au or call 4926 3577

Closing date: 5pm Monday 6 December 2021

Selection Process and Application Details

The Child Protection (Working with Children) Act 2012 specifies that before FSN can employ you in this position you will be required to have clearance to work with children from the 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 based the degree to which the selection criteria are addressed. When the position has been filled an eligibility list may also be created.

Application Details

To apply please submit a written application addressing all the selection criteria, providing your CV and phone contact for at least two referees, one of whom should be your most recent employer; email to:

shellier@nfss.org.au

Applications close 5pm, Monday 6th December 2021

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 \$1.8m 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.

Over the past 20 years we have actively worked to improve our ability to provide culturally appropriate and effective services to Aboriginal families. We recognise that we are still in the early stages of the journey.

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.

Position Description Reception, Intake and Family Work Assistant

Reports to	Team	Location	Position Status	Remuneration
Team Leader	Family Support Program	Waratah Family Centre	Permanent 35h/w	Level 3 PP 1 - 4

PURPOSE

The Receptionist, Intake and Family Work Assistant will participate in a team that brings creativity, enthusiasm and optimism to the work. Through administrative tasks and direct practical support, they will ensure that Family Support Newcastle (FSN) provides excellent services that make a significant difference to the lives of all family members.

OVERVIEW

This position is responsible for:

- Ensuring that people contacting FSN are provided with a respectful, informative and helpful service
- Ensuring that Intake and Allocation procedures, associated forms and data entry are undertaken efficiently
- Ensuring that administrative support is provided to the organisation, especially to the Waratah Family Centre
- Fostering a sense of community at the Waratah Family Centre

SPECIFIC TASKS

Intake and Allocation

1. Take referrals for Family Support and Men's Programs
2. Assist in managing client allocation to projects and staff
3. Manage enquiries for the Staying Home Leaving Violence program to ensure they meet the criteria
4. Book Single Sessions and notify worker/client

Administration and Reception

1. Ensure that a professional phone service is provided during operational hours, Monday to Friday, from 9 to 4 pm; attend to messages promptly
2. Welcome people attending the Waratah Family Centre (WFC), identify their needs and provide appropriate support and information
3. Have current knowledge of relevant human services operating in the local area
4. Maintain the petty cash and Coles vouchers for WFC
5. Respond to enquiries from the public and referring agencies
6. Respond to enquiries from client families who phone or attend the centre
7. Contribute to the maintenance of all equipment and premises to provide appropriate environment for staff and clients. In particular, be the point of contact to suppliers and services contributing to the maintenance of the Family Centre
8. Ensure accurate data entry onto CSNet
9. Perform administrative duties including electronic filing, correspondence, stock/equipment maintenance, electronic information systems, monitor stationary supplies and order as required, photocopying, scanning, laminating
10. Assist with administrative tasks associated with meetings; e.g. room bookings, setting up the room

11. Organise weekly online grocery order and pick up
12. Monitor stationary supplies and order as required

Family Work Assistant

1. Check the Safety Action Meeting weekly agenda, attend to FSN requirements
2. Complete Work Development Orders
3. Prepare 16A responses for unallocated families
4. Copy documents for subpoenas
5. Copy and compile resources

Promotional Activities

1. Manage the FSN Facebook page, respond to enquiries and comments
2. Update and post on the FSN Facebook page
3. Update the FSN Website, including adding group flyers and information packages for recruitment
4. Update Resource Parenting website with group flyers and other WFC activities

FSN EXPECTATIONS

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

Tertiary and/or diploma qualification relevant to the role

1. Relevant professional experience in the human services sector
2. Demonstrated high level administration skills, including time management and organisational skills
3. Demonstrated high level of written and verbal communication and interpersonal, skills
4. High level computer and IT proficiency; familiar with data bases and social media sites
5. Professional values that are consistent with FSN values

Approvals/licences

- Fully COVID-19 vaccinated
- Current WWCC
- Criminal Records Check
- 1st Aid certificate or prepared to acquire
- Current licence and comprehensively insured vehicle
- Must be available to work Mondays

MISSION, VISION and VALUES

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

CONDITIONS

REMUNERATION – FSN above award rates - SCHADS Award Level 3

- Pay point based on experience and qualifications
 - Salary based on a 35-hour week
 - Paid leave between Christmas and New Year
 - One-week additional leave per year
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