

**POSITION:** Family Support Worker  
**REPORTS TO:** Manager – Family Services  
**DATE UPDATED:** June 2022

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

MCM's Family Support Programs sit within the Homelessness and Family Services Division. Our programs operate across a number of suburbs, providing high quality activities that improve the wellbeing of families and children. The Children and Parenting Support (CaPS) and Communities for Children (CfC) funded programs provide early intervention and prevention support to children 0 -12 years and their families living in the Moreland and Brimbank local government areas. Other family support work takes place across a range of MCM program areas, providing supports to and building the capacity of families with young children as needed.

## JOB PURPOSE

Working under the direction of the Operations Manager – Family Services, the Family Support Worker will plan, deliver and evaluate appropriate supports for families. These supports will include the delivery of evidence-based group sessions and/or outreach parenting support, as set out in relevant work plans and funding agreements.

## JOB OBJECTIVES

**Duties of this role may include but are not limited to the following:**

- Plan, promote and deliver best practice group-based experiences for children, parents and families.
- Support and encourage family involvement in group-based activities and programs.

- Undertake short-term outreach parenting support, applying established procedures, methods and guidelines related to case management.
- Undertake appropriate and timely case noting and group noting processes, as outlined in funding agreements and program procedures.
- Develop or collate and distribute resources and/or information which supports parents in their parenting role.
- Complete regular data collection, evaluation, reporting and record keeping processes, as set out in relevant funding agreements.
- Contribute to the writing of funding acquittals, reports and applications.
- Build and maintain positive working relationships with relevant service providers by positively representing and promoting MCM in community and professional networks.
- Provide supported referrals to appropriate community and professional supports.
- Manage incoming referrals and waiting lists.
- Contribute to service reviews, development, and continuous improvement initiatives within the program.
- Provide a nurturing, safe and secure environment for all participating children and families.
- Show care, respect and a commitment to confidentiality in all interactions.
- Participate in relevant meetings, debriefing, supervision and training sessions and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Operations Manager – Family Services or delegate and outlined in various funding agreements.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Employees from MCM's Homelessness, Justice &amp; Family Services division</li> <li>• Employees from MCM's Early Years and Early Childhood Intervention Services</li> <li>• Employees from Hester Hornbrook Academy</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• A range of external service providers</li> </ul>  |

## KEY SELECTION CRITERIA

### Essential:

- Minimum diploma level qualification and experience in Community Services, Family Support or another relevant field.

- Demonstrated understanding of trauma informed practice, children’s development, parenting and family functioning.
- An understanding of the family services system with knowledge of patterns, trends and systemic issues affecting families.
- Ability to plan, coordinate and facilitate group activities and parenting programs for children and families.
- A clear understanding of working within a case management framework, and experience providing case management.
- Knowledge of and ability to refer to appropriate community and professional supports available to children and families
- Ability to engage families with complex needs and adapt programs and supports to suit the diverse needs of participating families.
- Ability to work under general direction in the application of established procedures, methods and guidelines.
- Experience implementing evaluation and data collection processes.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Well-developed communication and problem-solving skills encompassing interpersonal, verbal and written, and negotiation skills.
- Demonstrated capacity to work flexibly and manage a range of competing demands.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in the Microsoft suite of programs.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

**Desirable:**

- Additional qualifications and experience in Early Childhood Development and/or Youth Work.
- **Experience in and certification to deliver group-based programs such as supported playgroups, Tuning into Kids, DRUMBEAT, Parent-Child Mother Goose and Circle of Security Parenting.**

**ORGANISATIONAL REQUIREMENTS AND COMMITMENTS**

**Workplace Health & Safety:**

MCM’s strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

**COMPLIANCE**

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>REPUTATION</b>	<b>Disrupting Disadvantage</b> Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

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**PEOPLE**      **Builds Capability & Realises Potential**  
Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

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**PEOPLE**      **Challenge & Change**  
Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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**PEOPLE**      **Safety First**  
Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

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## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

**Together**

- We are inclusive and accepting of difference.
- We work in highly effective teams and our people are connected across our organisation.
- We engage proactively with others to deliver outcomes.

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**Courageous**

- We speak up constructively in line with our convictions.
- We pursue our goals with determination.
- We are passionate about our advocacy role.

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**Curious**

- We are inquisitive and ask why.
- We challenge the status quo.
- We actively explore the alternatives.

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**Open**

- We are transparent and have genuine, honest interactions.
- We listen and hear people's voices.
- We value and respect the autonomy of clients.
- We trust one another.

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**Accountable**

- We act safely in all our interactions.
- We manage within our financial and resource boundaries.
- We own our outcomes and decisions.
- We are proud of the work that we do.