Position Description

Title: In-Home Support Worker – Stronger Families
Business Unit: Child, Youth & Family; Placement Prevention
Location: 648 High Street, Reservoir, VIC 3073
Employment type: Part time (45.6 hours per fortnight), Maximum Term (until August 2020)
Reports to: Parents & Kids Together (PAKT) Team Leader

About Uniting
Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities ad confront injustice
Our values: We are imaginative, respectful, compassionate and bold

Position purpose
Stronger Families is an integrated team with the following DHHS funded programs: Stronger Families, Families First, Youth Counselling and Youth Support & Advocacy.

The role of In-Home Support Worker is to work alongside the Stronger Families Case Workers to provide direct support to families in line with family care and action plans. This will involve working alongside families in their homes to coach, support and strengthen their home management, parenting and family relationships.

Scope
Budget: nil
People: nil

Relationships
Internal: Program Manager – Placement Prevention
Team Leader PAKT
Team Members Parents & Kids Together (PAKT), Cradle to Kinder
Senior Managers

External: Partner agencies – Melbourne City Mission, Berry Street Take Two, Queen Elizabeth Centre
Department of Health & Human Services
Child Protection

Approved by: (position [see delegations of authority policy])
Page 1 of 4
Division: <insert division>
Date Approved: <Date>
Printed copies of this document are not controlled.
Next Review Date: <Date>
Position description

In-Home Support Worker – Stronger Families

- Community agencies

Key responsibility areas

Service delivery

In consultation with the Senior Practitioner and case workers, and according to the family care plan, provide in-home support to families that includes:

- Skilling parents children and young people to develop and maintain family routines, meal planning and cooking, promoting positive relationships, communicating with each other, home management including cleaning routines and home maintenance
- Working closely with the Support Worker to empower children, youth and parents by assisting them to develop skills and strategies to address their own issues
- Engage with children, young people, parents and extended family to identify motivation for change, provide encouragement, hope and acknowledgement of effort and success.
- Discuss and demonstrate problem solving approaches with families, including role modelling, coaching in parenting skills, communication and self-management
- Identify when families require access to flexible support
- Keep the Senior Practitioner advised of potentially critical situations involving families
- Complete timely case notes for each family and provide to each Case Worker for the client file
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting

Accountability

- Performance of all aspects of the role in an efficient and timely manner
- Participate in regular supervision, including an annual appraisal in order to meet organisational and professional development goals
- Participate in professional development programs as appropriate
- Represent Uniting in a professional manner at all times

Compliance / Continual Improvement

- Help to identify potential safety issues and suggest strategies and/or areas for improvement
- Contribute to the development and continuous improvement of programs and initiatives

Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management

Approved by: (position [see delegations of authority policy])

Date Approved: <Date>

Page 2 of 4

Division: People and Culture

Printed copies of this document are not controlled.

Next Review Date: <Date>
Position description

In-Home Support Worker – Stronger Families

- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

- To be determined.

Person specification

Qualifications

- Relevant TAFE, higher education such as Diploma of Community Work etc. or tertiary qualifications in Social Work, Youth Studies or equivalent including Psychology, or Early Childhood Development.

Experience

- Demonstrated skills and experience in working with vulnerable children, youth and their families, including capacity to engage clients and establish effective helping relationships
- Knowledge and experience in providing practical support to vulnerable families that builds on family strengths and supports them to address risk and wellbeing issues for their children.
- Flexibility and creativity to develop support for families that is based on their unique abilities and strengths
- Ability to be self-reliant, motivated and accountable in managing multiple tasks and meeting timelines and targets
- Ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Health and Human Services.
- Commitment and ability to work autonomously and as a member of a team
- Excellent written and verbal communication skills, and report writing skills
- Well-developed administration and organisational skills, including strong computer literacy in Word, Excel, PowerPoint etc.
- Demonstrated ability to meet timelines, targets and other key deliverables
- Capacity to work flexibly, independently and cooperatively in a dynamic workplace environment.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting’s values
- Demonstrated skills and experience in working with disempowered and vulnerable families, including capacity to engage clients and establish effective helping relationships, and work with clients to bring about change. Knowledge and expertise in working with infants aged 0-2 and/or young people aged 10-15 and their families is required
- Demonstrated experience and an understanding of the issues involved with children, young people and families from culturally and linguistically diverse backgrounds and Aboriginal families
- Show respect to the family and communicate honestly, especially about child and young people’s safety and wellbeing

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

Approved by: (position [see delegations of authority policy])
Division: People and Culture
Page 3 of 4
Date Approved: <Date>
Next Review Date: <Date>
Printed copies of this document are not controlled.
Position description
In-Home Support Worker – Stronger Families

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

<table>
<thead>
<tr>
<th>Employee</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>

Approved by: (position [see delegations of authority policy])

Page 4 of 4

Division: People and Culture

Date Approved: <Date>

Printed copies of this document are not controlled.

Next Review Date: <Date>