POSITION: Family Support Worker
REPORTS TO: Team Leader – Women’s Justice Services
LOCATED: Dame Phyllis Frost Centre, Ravenhall
DATE: July 2017

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission 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 provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission’s work is focused on providing a hand up not a hand out, 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

The Family Support Service assists women who are incarcerated at the Dame Phyllis Frost Centre and the Tarrengower Prison, to manage issues relating to their children and families. The Family Support Service works with the women, in their role as mothers, for the best possible outcomes for themselves and their children.

JOB PURPOSE

To develop and deliver family support services, in conjunction with the Family Support Team, designed to assist women to better manage issues related to family and children.

To develop and deliver group education programs, in conjunction with the Family Support Team, designed to augment women’s capacity to build safer and more secure futures for themselves and their children.

JOB OBJECTIVES

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

- To actively engage with DHS Child Protection and work toward the best outcome for mothers in prison and their children
- To work alongside generic services providers in order to facilitate access to services for women post-release including children’s services, mental health, housing etc
- Provide individual crisis counselling, assessment and referrals
- Provide advice and recommendations to prison staff on prisoner welfare and programs issues as required
- Assist in the training and support of operational staff involved in the case management of prisoners
- To link and refer women to agencies to support family reunification post release
- Participate in committees/meetings concerning prisoner welfare and programs, as required
- To work with external agencies to support women upon release, particularly with family links
- To assist in the development of manuals for each of the educational groups
- To assist with data collection and reporting to DPFC and Melbourne City Mission
- To assist with the delivery of information and programs to groups of mothers and prison staff
- To participate in the prison based delivery of the Prisoner Orientation Program and the Transitional Assistance Community Integration Program (TAP)
- To participate in group work
- To participate in supervision with the Women’s Justice Services Team Leader
- To work in collaboration with other internal DPFC programs and services

### KEY RELATIONSHIPS

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<th>Accountability</th>
<th>The position is accountable to the Women's Justice Services Team Leader.</th>
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<td>Internal Relationships</td>
<td>Family Support Service staff may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</td>
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<td>• Staff from the Justice Team</td>
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<td>• Staff from the Homelessness Division</td>
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<td>• Prison staff and management</td>
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<td>• Staff from Staff Learning and Development</td>
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<td>• Staff from Human Resources</td>
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<td>• Staff from Properties and Facilities</td>
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<td>External Relationships</td>
<td>Family Support Service staff will actively liaise and network with a number of 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.</td>
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### KEY SELECTION CRITERIA

#### Qualifications / Experience

**Essential:**

- Qualifications and/or demonstrated work experience relevant to the human services field
- Have an understanding of the issues facing women, particularly mothers, who have children involved with DHS Child Protection
- Ability to assess and support women’s needs in a custodial environment
- Well-developed communication and interpersonal skills
- Ability to operate as part of a number of teams, including a multi-disciplined correctional environment
- Ability to work effectively in a correctional environment
- Ability to work with outside agencies
- Knowledge of a range of assessment and counselling skills and referral services
- Knowledge of the Public Correctional System and the wider Criminal Justice System
- Knowledge and experience of operating within a case management model
- Current Working with Children’s Check, or application in progress
- Computer literacy, with proficiency in the use of a range of computer and web based applications

Desirable:

- Driver’s licence not essential however desirable due to location of prison site and access to public transport

### MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

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<th>Quality, safety and risk management are paramount</th>
<th>Play by the rules – you make no compromises when it comes to quality, safety and risk management.</th>
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<td>Clients are at the centre of everything you do</td>
<td>You help clients reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement.</td>
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<td>You help make Melbourne City Mission a great place to work</td>
<td>You build and maintain relationships with all your colleagues and clients. You’re a team player; you actively participate in an encouraging and supportive work environment.</td>
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<td>You achieve results</td>
<td>You’re focused on what you need to do and you deliver.</td>
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<td>You raise the bar</td>
<td>You embrace a culture of learning, growth and development.</td>
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<td>Communication is key</td>
<td>You’re clear, know your audience and use a variety of methods to share information.</td>
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TERMS AND CONDITIONS OF EMPLOYMENT

Only applicants who are shortlisted will be notified. Appointment to this position is subject to the satisfactory completion of a National Police Check, International Check (if applicable), Working with Children Check and the right to work in Australia.