FAMILY WELLBEING WORKER
(Ongoing, full time)

The IUIH Family Wellbeing Service is funded by the Queensland Department of Communities and operates as an integrated unit of MATSICHS. The goal of the Family Wellbeing Service is to strengthen cohesion and capacity of families to raise healthy children to achieve their full potential and to address identified gaps in prevention, early identification, care coordination and family enhancement where there is a heightened vulnerability. Family capacity building is achieved through the application of intensive, customised support and coordination of care for families and networks of care around the child; along with practical services and a focus on cultural connections and connectedness the FWS builds the knowledge and strengths of families to provide the environment needed to optimise the health and wellbeing trajectory for children.

Based at Morayfield but working across a region – Morayfield, Caboolture, Strathpine and/or Caboolture – the Family Wellbeing Worker will, in conjunction with the Family Practitioner, will facilitate access and engagement of Aboriginal and Torres Strait Islander families in the Family Wellbeing Service.

**Base salary will be negotiated with the successful application based on experience. Other benefits include salary sacrifice, motor vehicle allowances and 17.5% annual leave loading.**

**Key Duties include**
- Deliver support and coordination services that are consistent with our Cultural Integrity Investment Framework - ‘the IUIH Ways Statement’
- Provide culturally appropriate social and family support services for families, in line with the agreed Support Plan including:
  - Support and assist clients with attending health and non-health appointments and including first and follow up appointments with FWS Family Practitioner and other appointments, as required
  - Support and assist clients with non-health specific needs (such as access to Centrelink, housing services, employment, other psycho-social needs)
  - Support and in some cases, lead cultural connections and connectedness activities
- Guided by the Parents Under Pressure (PUP) framework and in conjunction with Family Practitioners, contribute to a comprehensive assessment of family needs and provide interventions and support by directly working with children and their families

**Key Requirements include**
- Demonstrated experience working with vulnerable families, including working with children, young people and parents/carers; and experience in community engagement and/or group work
- Accreditation as a Parents Under Pressure Therapist or the ability and willingness to undertake the accreditation PUP Therapist training.
- Demonstrated ability to work with vulnerable Aboriginal and Torres Strait Islander children and their families including an understanding of the holistic needs of the client, their family and their community.

*Aboriginal and/or Torres Strait Islander applicants are strongly encouraged to apply.*

Enquiries about the position can be directed to Krystal Commandeur, Team Leader FWS
by email Krystal.Commandeur@iuih.org.au

Applications (Resume and covering letter addressing the key requirements above)
Must be submitted via Seek.com.au

APPLICATIONS CLOSE – FRIDAY 29 SEPTEMBER 2017
**Position Title**  
Family Wellbeing Worker, Family Wellbeing Services

**Location**  
Based at MATSICHS Morayfield and required to work across the Moreton Bay region.

**Reports to**  
Team Leader, Family Wellbeing Service

**Date of Approval**

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**Our organisation**

The Institute for Urban Indigenous Health Ltd was established by its founding members in 2009 to provide a coordinated/integrated approach to the planning, development and delivery of comprehensive primary health care services for Aboriginal and Torres Strait Islander populations within the South East Qld Region.

IUIH established the Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) in 2011 as a strategic response to the significant growth and geographic dispersion of the Aboriginal and Torres Strait Islander peoples in the Moreton Bay area.

The IUIH Family Wellbeing Service is funded by the Queensland Department of Communities and operates as an integrated unit of MATSICHS. The goal of the Family Wellbeing Service is to strengthen cohesion and capacity of families to raise healthy children to achieve their full potential and to address identified gaps in prevention, early identification, care coordination and family enhancement for Aboriginal and Torres Strait Islander children and their families where there is a heightened vulnerability. Family capacity building is achieved through the application of intensive, customised support and coordination of care for families and networks of care around the child; along with practical services and supports to build the knowledge and strength of families to provide the environment needed to optimise the health and wellbeing trajectory for children.

**Our mission and vision**

**Our Vision**

Healthy, strong and vibrant Aboriginal and Torres Strait Islander children, families and communities.

**Our Mission**

Family health and wellbeing through integrated health and social support services

**Our Values**

- Working together - strengthening and supporting each other to achieve our goals
- Focus on families - the wellbeing of Indigenous families of SEQ are at the centre of all our efforts.
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<th>Your role</th>
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<td>Your responsibilities in the role of Family Support Worker will be to facilitate vulnerable Aboriginal and Torres Strait Islander families access and engagement in the Family Wellbeing Service and to provide:</td>
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<td>- the practical services and supports to build knowledge, strength and capacity of children and their families to provide the necessary environment to optimise the trajectory of health and wellbeing of children; and</td>
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<td>- the delivery of support in a manner which ensures meaningful engagement of the person in all decision making, with a bias toward building individual capability to participate in and lead the coordination of their own supports.</td>
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**Provision of Services**
- Deliver support and coordination services that are consistent with ‘the IUIH Ways Statement’
- Facilitate family access and engagement in the Family Wellbeing Service
- Provide culturally appropriate social and family support services for families, in line with the agreed Support Plan including:
  - Support and assist clients with attending health and non-health appointments and including first and follow up appointments with FWS Family Practitioner and other appointments, as required
  - Support and assist clients with non-health specific needs (such as access to Centrelink, housing services, employment, other psycho-social needs)
  - Support and in some cases, lead cultural connectedness and connections activities
- Guided by the Parents Under Pressure (PUP) framework and in conjunction with Family Practitioners, contribute to a comprehensive assessment of family needs
- Guided by the Parents Under Pressure (PUP) framework provide direct support and advocacy work to facilitate case management goals including parenting support and education
- Guided by the Parents Under Pressure (PUP) framework provide practical services and supports to build knowledge, strength and capacity of individuals and their families to provide the necessary environment to optimise the trajectory of health and wellbeing of children

- Strategic focus in every activity and relationship
- Integrity, conviction and quality in performance of every task and in every process
- A commitment to excellence in all that we do
- Building capacity of our staff and member services
- Accountability to stakeholders and communities for meeting commitments
• Deliver support in a manner which ensures meaningful engagement of
  the person in all decision making, with a bias toward building
  individual capability to participate in and lead the coordination of
  their own supports. At times, there may be a requirement for the role
  to advocate on behalf of the client (and their family).
• Ensure engagement of natural supports and networks to compliment
  funded services and assist in supported decision making where
  relevant and consistent with client preferences.
• Participate in community development activities and group work as
  relevant to family’s needs
• Work with families to identify relevant services and networks to assist
  them achieve the goals identified in their support plan
• Work with families to regularly review progress and outcomes to
  ensure that their support plan remains relevant over time

**Develop and Maintain Linkages**

• Work to foster productive relationships with all IUIH and MATSICHS
  staff and maintain your understanding and knowledge of internal
  services and programs
• Establish effective and continuous cooperative working relationships
  with Indigenous and non-Indigenous community organisations
  relevant to your client needs
• Promote the services of MATSICHS clinics at events and activities
  targeted to and/or involving Aboriginal and Torres Strait Islander
  peoples based within the North Brisbane catchment area
• Collate and provide updates to an established register of relevant and
  related health and non-health social service provider(s) and service(s)
  and maintain your knowledge and understanding of same, including:
  o Up to date contact details and materials and information
    (pamphlets, promotional and education materials)
  o Registration processes and forms
  o Referral pathways

**Self-Management & Team Contribution**

• Contribute to process improvement for the Team and adhere to all
  IUIH Policies and Procedures
• Ensure own attendance to all work commitments.
• Maintain own competencies and participate in development
  programs authorized in advance by IUIH
• Participate in Performance Review processes authorised by IUIH
• Participate in team planning, review and monitoring processes, as
  required
• Follow all safety procedures and contribute to a safe work
  environment
• Work within a legal and ethical framework

**Administration and Reporting**
Keep accurate, case notes, statistics and other client records and files up to date
- Ensure data entry of client information into relevant management systems including ARC, MMEx and PUP data base.
- Contribute to best practice outcomes through active participation in FWS ongoing development and evaluation
- Provide reports / input to Team Leader and Senior Practitioner as relevant
- Provide evaluations and reports on services capacity and risks as required

**SELECTION CRITERIA**

**KEY REQUIREMENTS**
- Demonstrated ability to work with vulnerable Aboriginal and Torres Strait Islander children and their families including an understanding of the holistic needs of the client, their family and their community.
- Demonstrated knowledge of Aboriginal Community Controlled Health services and the issues facing these organisations.
- Ability to work as part of an inter-professional team, including knowledge and understanding of the roles and contributions of other professionals.
- Demonstrated effective verbal and written skills with particular emphasis on interpersonal communication skills, confidentiality and record keeping.
- Ability to take direction, determine priorities and manage own workload in order to meet agreed timelines and objectives
- Demonstrated computer literacy with and the ability to learn new systems as necessary.

**QUALIFICATIONS**
- Demonstrated experience working with vulnerable families, including work with children, young people and parents/carers; and experience in community engagement /development and/or group work
- Certificate IV in Child, Youth & Family Services, or Community Services and/or Aboriginal/Torres Strait Islander Primary Health and/or relevant equivalent experience
- Accreditation as a Parents Under Pressure Therapist or the ability and willingness to undertake the accreditation PUP Therapist training.

**PRACTICAL REQUIREMENTS**
- Current C Class Drivers Licence (Qld) and the ability to travel across south east Queensland as required.
- Current Blue Card (working with children and young people) or willingness to apply for a Blue Card.