

## POSITION DESCRIPTION

### Family Worker – The HOPE Program

<b>DIVISION or PROGRAM:</b>	Children and Families	<b>AWARD AND LEVEL (if applicable):</b>	SCHCDS 4
<b>DATE OF APPROVAL:</b>	February 2019	<b>APPROVED BY (Position Title):</b>	Executive Manager

## PURPOSE OF THE POSITION

The position of Family Worker will assist at risk young women aged 16-25 and their accompanying children with pregnancy and parenting related support. The women and children will be case managed as a “family” by the H.O.P.E. Program, with the key aim of ensuring both mother and child’s needs are met. Generalised case management related to presenting needs for the mother may include assistance to find housing, assistance to engage in or access work or education, assistance to build on living skills, assistance to access specialised supports.

The Family Worker will also provide specialised support, information, and education to the mothers regarding pregnancy and parenting (e.g., health needs during pregnancy, advice regarding parenting, education related to child development). The Family Worker will seek support with the implementation of pregnancy and parenting strategies from the Pregnancy and Parenting Support Consultant.

## KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare’s Mission, Vision and Guiding Principles
- Establish an effective working relationship with families, respectful of their culture and individual needs, rights and responsibilities
- Identify, assess and respond to the psychological, emotional and safety needs of the families and develop person-centred Case Plans in consultation with service users, Pregnancy and Parenting Support Consultant and Program Manager
- Act as an advocate for families establishing effective working relationships with housing bodies, private landlords, real estate agents Housing NSW, Juvenile Justice, Department of Family and Community Services etc for the purpose of coordinating client care and in consultation with Program Manager
- In consultation with families, identify the appropriate assistance and services, make appropriate referrals, and follow up referrals
- Support the transition of young mothers who are homeless or at risk of homelessness into stable accommodation
- Work in partnership with the Pregnancy and Parenting Consultant to support the implementation of pregnancy and parenting support work (e.g., practicing parenting skills, assistance getting to/from medical appointments, etc.)
- Engage young mothers in education, training and employment to support young people to reintegrate and participate in their local community and develop their own skills and strengths
- Assist and respond to crisis situations involving families, adhering to CatholicCare’s policies and procedures and legislative requirements
- Commit to WH&S work practices and ensure safety of self, service users, colleagues and visitors

- Maintain all records, data and documentation in line with CatholicCare's policies and procedures, adhering to privacy and confidentiality
- Other duties as directed from time to time.

## KEY COMMUNICATIONS

This role works closely with:

- Program Manager
- Executive Manager
- Pregnancy and Parenting Consultants
- Family Workers
- Community and family members
- Other service providers.

## KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications in social sciences or related field or equivalent experience
3.	Demonstrated experience in working with young women with complex needs (e.g., homelessness, trauma, domestic violence, experience in out-of-home-care, mental health, or substance abuse issues etc.) and therapeutic case management
4.	Strong knowledge of child development and ability to integrate this knowledge into case management
5.	Ability to liaise directly and communicate effectively with clients and other key stakeholders and partners in the field to achieve best outcome for clients
6.	An ability to be a team player demonstrated through communication, follow through on plans and strategies, seeing one's self as part of a team
7.	Current Working with Children Check verification
8.	A current NSW Driver's Licence and access to and willingness to use a comprehensively insured vehicle for work purposes

\* CatholicCare reserves the right to vary this position description in response to its changing needs.