



JOB DESCRIPTION

TITLE OF POSITION	Family Support Worker, Intensive Family Support
CLASSIFICATION LEVEL	0.4 FTE LCC Level 4 (<i>Salary packaging is available</i>)
PROGRAM	Family Zone Hub- Ingle Farm

OVERVIEW

Lutheran Community Care (LCC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services.

Family Zone is a child and family centre providing a range of supports for families. Located on the Ingle Farm Primary School site, Family Zone is part of the federally funded Communities for Children program. This role will operate under a partnership, with Uniting Care Wesley, Port Adelaide (UCWPA) as the facilitating partner and LCC the community partner.

ROLE SUMMARY

The aims and objectives of this role is to work with families who are identified as “at risk” to improve their life circumstances. This will be achieved through a process of assessment, identifying needs, providing short term support and referral to appropriate community and government services. This in turn will improve the health and wellbeing of families and the development of children from birth to the age of 12 years.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Family Support Worker reports to the Manager Family Zone LCC and will work in liaison with program facilitator, Uniting Care Wesley Port Adelaide personnel.

SPECIAL CONDITIONS:

This position is subject to a satisfactory Criminal History Screening conducted by DCSI Screening Unit and requires the incumbent to hold a current South Australian Drivers Licence.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LCC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Community Care Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Community Care as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LCC's policies and procedures.
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LCC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s) ▪ Report to the supervisor as required.
Occupational Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LCC's Occupation Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LCC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<p style="text-align: center;">Provide Assessment and Support of Families</p>	<ul style="list-style-type: none"> • Conduct thorough competency based assessments for families using the strengths and stressors assessment tool to identify client’s needs. • Communicate effectively and respectfully with families. • Maintain up to date accurate case notes as required. • Contribute to the facilitation and day to day operation of “Intensive Family Support” to Uniting Care Wesley, Port Adelaide. • Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs. • Provide support for families for a maximum of 6 visits.
<p style="text-align: center;">Referral and Community Connection</p>	<ul style="list-style-type: none"> • Ensure that parents have access and support to services to support their needs. In particular, focus on intervention for any issues relating to housing, education, health, finances or employment. • Ensure that families are connected to relevant services. • Partner with key community agencies particularly within the C4C service area. • Promote early identification of any developmental concerns that can be referred on for diagnostic assessment.
<p style="text-align: center;">Reporting and Administration</p>	<ul style="list-style-type: none"> • Maintain appropriate records as required. • Collect and collate data and information as required by both UCWPA and LCC. • Develop an annual action plan. • Contribute to the program evaluation. • Compile six monthly progress and annual service reports which will be provided to both LCC the facilitating partner, Uniting Care Wesley Port Adelaide.

Networking	<ul style="list-style-type: none"> • Network with other agencies and represent both LCC and UCWPA as required • Attend and actively participate in regular team meetings and forums as required. • Build professional relationships with government and non-government agencies to facilitate referrals and service provision to families in need.
-------------------	---

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualifications relevant to work in this area or equivalent experience.
- High level of interpersonal skills to negotiate and liaise effectively with clients, volunteers and stakeholders.
- Ability to resolve conflict and develop strategies to deal with stressful situations.
- Excellent written and verbal communication skills.
- Proven ability to operate within a continuous improvement framework.
- Knowledge and understanding of the issues affecting families of children 0-12 years.
- Ability to communicate effectively and work with a broad range of people from a variety of backgrounds.
- Excellent organisation skills and time management.
- Demonstrated experience in program planning and report writing.
- A strong team work focus.
- Competence in using a personal computer, internet and electronic communications

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:

- Experience in working for a not-for-profit agency.
- An understanding of the social needs of families.
- Experience working with people from CALD and Indigenous backgrounds.

Employee: _____ Witness: _____ Date: _____