



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Family Support Worker, Children and Family Centre (<i>Identified</i>)
Position Number:	5132
Classification:	Social, Community Homecare and Disability Employees Grade 4 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$84,508.41 - \$90,927.37
Location:	Cairns
Reporting Relationship:	Coordinator, Children and Family Services

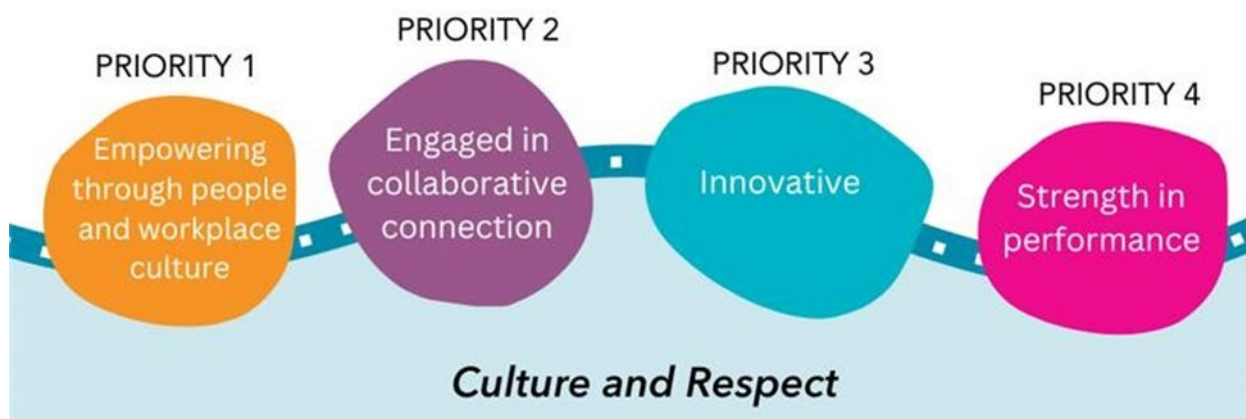
About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with more than 40 years' experience in providing primary health care and social wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins a client and community centric service delivery model offering whole of life cycle care and support from pre-birth to eldership (older people).

From humble beginnings in the 1970s, Wuchopperen has grown into a multi-million-dollar enterprise, that is driven by the community, to deliver dynamic and innovative services for the community, and confidently represents, leads through best practice governance.

Our Strategic Priorities



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Our Values and Behaviours



The role:

To work as a member of the Children and Family Centre (CFC) multidisciplinary team to deliver programs and services that promote positive approaches to parenting, early childhood education and care, and child and family health and wellbeing.

To deliver and/or support services and activities grounded in evidence-based practice, such as:

- Family support - Parent support programs, home visits, referrals to other support services, case management
- Parent/carer and child engagement programs i.e.. Parenting Programs, Early Childhood programs

The Family Support Worker CFC is supervised by the Coordinator, Children and Family Centre and the position has no supervisory responsibilities.

This position works closely with other members of the Children and Family Services and maintains regular contact with other program staff to ensure effective outcomes for clients.

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Key Responsibilities include:

1. Work collaboratively with Children and Family Centre (CFC) team members and other local service providers to provide holistic responses to families with children aged 0-8 years
2. Facilitate, participate, and provide programs that support parenting skills and confidence; resources for information, practical and or therapeutic support; practical and or therapeutic support for children and families as individuals.
3. Provide direct support where identified in child and family plans to achieve best client outcomes in accordance with agreed case plans including:
 - a. Education on practical parenting skills;
 - b. Advocacy, referral and provision of information.
4. Develop, implement and participate in review and evaluation processes of programs.
5. Promote kindergarten access and support increased access to universal health services for children aged 0-8 years.
6. Work closely with internal and external members to link and support point-to-point and shared-cared referrals and arrangements in order for families to access other support services.
7. Develop strategies that respond to the emerging needs of families by participating as a member of a multi-disciplinary team.
8. Maintain confidential and accurate, real time client information records, statistics and other records and provide reports as required
9. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
10. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
11. Other duties as required, within your skills, experience and capacity.

Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Possession of formal qualifications in the community/human services field and/or demonstrated experience in a similar role.

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2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to develop, implement and evaluate services to support and establish healthy and safe home environments, life-skills & formal parenting support programs.
4. Extensively developed interpersonal and communication skills including the ability liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.
5. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

Other Requirements

- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- The Family Support Worker CFC is an **Identified** position. It is a genuine occupational requirement that an *Identified* position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.
- Possession of a current Queensland "CA" class driver's licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

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How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Identified reference with application

Additional information:

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au