



A Pathfinders Project

Job Package

Permanent Part Time – 30 Hours

Coffs Harbour

Family Referral Worker – Mid North Coast Region

Pathfinders

Pathfinders is a large community-based organisation providing, Family Referral Services, Supported Accommodation and Homelessness services, Family and Youth Support services, Disability services and Out of Home Care services, including Foster Care. Services are located across the New England and North West Tablelands and Family Referral Services in the Mid North Coast Regions of NSW. Pathfinders' vision is that all children, young people and their families will have a home where they feel they belong, are free from abuse and neglect, are able to achieve their full potential and are supported by appropriate and timely community services.

Family Referral Service

The Mid North Coast Family Referral Service (MNC FRS) is a project of Pathfinders, under the "Keep Them Safe Initiative" of the NSW Government. The Service is primarily concerned with encouraging and facilitating families to access services which will assist them to nurture and protect children. Services provided by MNC FRS are free, with the purpose of assisting and encouraging access for clients facing financial and other barriers to services.

Role of the Family Referral Worker

The Family Referral Worker will be responsible to work as part of a team with local community organisations to develop coordinated services and referral pathways to best meet the needs of vulnerable families, their children and young people. They will also provide telephone advice and information; needs assessment and referral support; outreach and short intervention including case coordination for vulnerable families.

Essential criteria

- Relevant tertiary qualifications in Social work or other relevant social science training at Graduate or Diploma level **and /or significant experience** in working with vulnerable families, youth and children.
- Demonstrated excellence in working with Aboriginal people, families and organisations and planning, delivering and evaluating services in a culturally sensitive manner.
- Demonstrated understanding of child protection issues with capacity to identify levels of risk requiring statutory child protection intervention.
- Demonstrated understanding of issues facing vulnerable families; principles of early intervention and the importance of children's early years on later outcomes; and of children's developmental stages and practical parenting skills.
- Ability to actively engage families. Skills in communication and problem-solving – including the ability to listen, tolerate silence, and engage persistently and patiently with families.
- Ability and willingness to work flexible hours and to travel within the region to meet the needs of families as required.
- Demonstrated ability to work co-operatively with colleagues (internal and external).
- Knowledge of community development.
- Medium level proficiency in MS Office (particularly MS Word and Excel); ability to utilise email functions.
- Demonstrated interpersonal skills, time management skills, flexibility, ability to handle crises, and excellent written and verbal communication skills.
- Current and unencumbered NSW drivers licence

- Current and cleared Working With Children Check NSW and Criminal History Check.

Desirable criteria

1. Extensive knowledge of the region

Conditions

This position is identified as child related employment and Prohibited persons under the Child Protection Act 2012 are not eligible to apply. The successful applicant will be required to provide a current Working with Children Check Number and a National Criminal History Check.

Inquiries

Application Enquiries – Trish Parker, Human Resource Manager, 0437 695 129 or email: hr@pathfinders.ngo

Position Enquiries – Pauline Brown, FRS Manager MNC: 0407 816 314 or email: paulineb@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience.

- A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to hr@pathfinders.ngo OR
 3. Place application in an envelope marked “Confidential” and post to:

Human Resources Manager

Pathfinders

87A Beardy Street

ARMIDALE NSW 2350

Applications must be received by close of business, **Friday 19 October 2018.**

Interview

If you are selected for an interview, you will be contacted by telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Position Description

Family Referral Worker – MID NORTH COAST

Position Title:	Family Referral Worker
Responsible to:	Manager - FRS
Supervises:	Nil
Position Status:	Part Time
Salary:	SCHADS Award Grade 4 + (negotiable based on experience and qualifications)
Hours:	Permanent Part Time 30 hours per week – Coffs Harbour

Purpose of position

The Family Referral Worker will provide telephone advice and information; needs assessment and referral support; outreach involving Home Visits and short intervention including case coordination for vulnerable families

Work as part of the FRS team with local community organisations to develop coordinated services and referral pathways to best meet the needs of vulnerable families, their children and young people

Reporting relationship and accountabilities

The Family Referral Worker will:

1. Be responsible to the Manager MNC FRS
2. Implement strategies to ensure the MNC FRS meets the needs of vulnerable children, young people and their families and in particular Aboriginal families
3. Adhere to the Position Description for the Family Referral Worker MNC FRS, Staff Code of Conduct, Policies and Procedures of Pathfinders and all terms and conditions of the Employment Agreement
4. Work as a team member and participate in the day-to-day operations of the MNC FRS
5. Adhere to all terms and conditions of the Service Delivery Agreement with NSW Health

Specific tasks and responsibilities

Position and Organisational Responsibilities

The Family Referral Worker will:

1. Carry out all duties in accordance with the Policies and Procedures of the MNC FRS and Pathfinders
2. Work collaboratively within the FRS team and Pathfinders related services and external network partners
3. Take reasonable care for the Health and Safety of people at the workplace and comply with the WH&S Act 2011. Report and monitor safety procedures including acting on reports of injuries and incidents in accord with organisational and FRS specific WH&S policies
4. Participate in regular supervision, workload planning and annual performance appraisal of staff
5. Maintain professional and personal boundaries with staff and clients at all times
6. Undertake training and supervision as directed and required
7. Positively promote the agency and service and build networks with other agencies
8. Complete all reasonable tasks as directed by Manager FRS
9. Abide by the requirements of The Children and Young Persons (Care and Protection) Act 1998

10. Manage incoming telephone enquiries, faxes, receive and send items by couriers, accept deliveries and welcome visitors.
11. Manage Office maintenance, such as cleaning, repairs, etc by liaison with Landlords, FRS Manager and Pathfinders.

Service Delivery Responsibilities/Family Assessment, Advice and Referral

1. Comply with the FRS Policies and Procedures and Best Practice guidelines to ensure the service meets the needs of vulnerable children, young people and their families
2. Develop and maintain positive partnerships with the range of stakeholders in child safety and wellbeing at the local level and advise the Manager FRS of potential changes to those relationships that may have significant impact on the operations of the FRS.
3. Provide a telephone and drop-in referral service for vulnerable families.
4. Assess the needs of families and individual family members, identify appropriate service responses and facilitate referral and engagement with appropriate services.
5. Provide face to face assessment interviews and short interventions when required.
6. For families with complex needs and multiple referrals, provide initial case coordination and monitor the delivery of services to the family.
7. Provide follow-up contact for families and review outcomes of referral with the family and their services.
8. Advocate on behalf of service users and vulnerable families.
9. Provide outreach services to remote communities, including home visiting.
10. Develop community strategies to bring people together, share existing resources and prevent social isolation.
11. Encourage the participation of services to provide advice to vulnerable families on parenting, health, finance, legal and housing matters.
12. Provide a telephone and drop-in advice service for other agencies
13. Determine if a child/children are above or below the threshold of Risk of Significant Harm
14. Accurately and professionally document the outcome of a skilled assessment of child risk in various mandatory formats such as Mandatory Reporter Guides and legislated Notifications to Family and Community Services
15. Provide an immediate response or intervention at the point of initial contact with client in situations of high conflict, stress & dysfunction
16. Provide the above service delivery in a client's home environment or office setting

17. Provide transport to clients and their family using an FRS 'pool' vehicle
18. Undertake any or all of the above duties as part of a Team or as a sole worker

Networking / Community Development / Community Referral Pathways

1. Establish and maintain links within the local network of services, organisations and departments to enable effective and appropriate referral pathways and coordination of local services.
2. Establish effective communication systems between service providers.
3. Ensure FRS is promoted within the community and accessible to the target group.
4. Work with government and non-government service providers to develop effective and efficient referral pathways
5. Develop an extensive knowledge of local government and non-government agencies and create a database of services
6. Provide data and reports to NSW Health to meet evaluation and reporting requirements.
7. Host and/or participate in community events in order to offer opportunities of professional development to other agencies, raise awareness of social issues within communities
8. Speak at public forums in order to provide information and positively promote the FRS
9. Advocate where necessary on behalf of communities and other agencies re the need for services and funding to fill service gaps
10. Attend and represent the FRS at Interagency & Sub Group Network Meetings

Record Keeping and Administrative Duties

1. Ensure client information systems are kept up to date maintaining concise and accurate client files, journal entries, and client registers to an acceptable standard.
2. Update the FRS statistical data system to meet the information requirements of MNC FRS and NSW Health.
3. Document and report to the Manager FRS all critical incidents and complaints.
4. Ensure all records, documents and computer files are securely stored and disposed of in accordance with organisational Policy & Procedures.
5. Maintain vehicle log books.
6. Record all incoming and outgoing written correspondence.

7. Ensure all service property, computers, equipment and vehicles are maintained in accordance with the Policy & Procedures.
8. Accurately and professionally document the outcome of a skilled assessment of child risk in various mandatory formats such as Mandatory Reporter Guides and legislated Notifications to Family and Community Services
9. Ensure that all documents and records required by other service providers are accurately and comprehensively completed
10. Participate in the ongoing growth and implementation of the FRS through assisting with the development of templates/forms, processes & databases etc.

Professional Development

1. Attend supervision and performance appraisal with the Manager for support, debriefing and discussion of issues that may need action.
2. Pursue ongoing personal and professional development in order to enhance contribution to the organisation.
3. Attend and represent the FRS at Interagency & Sub Group Network Meetings