



Family Connect and Support Program

Job Package

Family Connect and Support Program Worker

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the New England Northwest and Mid North Coast Regions of NSW.

Pathfinders operate within a contemporary governance, digital communications, child-safe and regulatory environment, ensuring compliance with funding, legislative and community expectations, including the Respect at Work Act 2022 (Cth) and the positive duty to prevent workplace sexual harassment, sex-based harassment, bullying and discrimination.

Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

The Sanctuary Model

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

Family Connect and Support Program

Family Connect and Support (FCS), assists children and young people who do not meet the statutory threshold for child protection intervention but would benefit from accessing support to address current problems and prevent future escalations. The new Family Connect and Support streamlines access families, referrers, and service providers, providing consistency across the state, while maintaining local-level flexibility.

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Role of the Program Worker

The primary purpose of the Program Worker – Family Connect and Support is to ensure provision of high-quality services to achieve optimum levels of service delivery and client outcomes in line with the Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

The Program Worker – Family Connect and Support (FCS) ensures the provision of high-quality, child-centered and culturally responsive services to achieve optimal service delivery and client outcomes in line with the FCS Practice Framework, while meeting business performance, governance and compliance requirements. This role requires knowledge and understanding of the issues affecting the region's communities, particularly Aboriginal communities, societies and cultures in NSW, and a commitment to advocating for Aboriginal children, young people and families by strengthening cultural identity, safety and connection through collaborative relationships with regional service providers. In alignment with the NSW Child Safe Standards under the Child Safe Standards, the Program Worker promotes child participation, culturally safe practice, accessible communication and continuous improvement in safeguarding systems. Consistent with the positive duty obligations under the Respect at Work Act 2022, the role contributes to a respectful, inclusive and harassment-free workplace and service environment by proactively preventing sexual harassment, sex-based harassment, bullying, discrimination and victimisation in all professional interactions.

The Program Worker - Family Connect and Support will require knowledge and understanding of the issues that affect our region's communities, with a focus on Aboriginal communities, societies and cultures in NSW and be willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families.

The Program Worker - Family Connect and Support will also be required to build strong relationships with the region's Service Providers to support and strengthen families and cultural connections

Travel will be an expectation.

Selection Criteria

- Relevant tertiary qualifications and/or relevant experience in community development, health promotion, social planning, social work or similar
- Demonstrated experience providing high quality, evidence based, customer-centered, culturally appropriate individual and/or family therapeutic interventions and referrals
- Demonstrated experience providing short-term interventions to meet immediate needs and longer-term case coordination or case management where appropriate
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships

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- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Demonstrated experience in maintaining professional boundaries while engaging in person-centered work
- Ability to be self-motivated and to work with minimal supervision, as well as the capacity to work positively and cooperatively within a team environment
- Ability to identify and respond appropriately to child protection and other high-risk concerns as well as understanding of the legal process relating to child protection, restoration, guardianship and adoption
- Knowledge and understanding of issues that affect Aboriginal communities, societies and cultures and the needs, enabling factors and barriers to service access for Aboriginal people.
- Ability to provide services to Aboriginal and non-Aboriginal children, young people and families.
- Willingness to participate in continuing education through training opportunities both internally and externally.
- Demonstrable understanding of Confidentiality.
- Willingness to adopt the Pathfinders philosophy and engage in training when provided
- Possess a current driver's licence
- Possess current Working with Children Check number and National Criminal History Check.
- Travel is required from time to time.

Enquiries

Application Enquiries – To Corporate Services at hr@pathfinders.ngo

Guide for applicants

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

Pathfinders encourage applications from people who identify as Aboriginal and/or Torres Strait Islander descent

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:

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- 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 recent work-related Referees (at least one referee should be a recent supervisor, if possible).

2. Please email applications to hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone or email. 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.

Pathfinders are committed to inclusive recruitment practices and reasonable adjustments will be provided upon request.

Interviews are conducted by a selection panel.

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

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Family Connect and Support Program Worker

Position Title:	Program Worker
Responsible to:	Program Manager
Position Status:	(FT/PT) (hours per week)
Salary:	SCHADS Modern Award Level 5

Purpose of position

Program Worker - Family Connect and Support

The primary purpose of the Program Worker – Family Connect and Support is to ensure provision of high-quality services to achieve optimum levels of service delivery and client outcomes in line with the Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

The Program Worker - Family Connect and Support will require knowledge and understanding of the issues that affect our region's communities, with a focus on Aboriginal communities, societies and cultures in NSW and be willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families.

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Reporting relationship and accountabilities

The Program Worker – Family Connect and Support will:

1. Be responsible to the Program Manager.
2. Work with other Pathfinders Management and staff of other Programs when required.
3. Adhere to the Role Description for Program Worker - Family Connect and Support and the Staff Code of Conduct

Specific tasks and responsibilities

The Program Worker - Family Connect and Support will:

Position and Organisational Responsibilities

- Support customers to access services in a timely and appropriate manner, including provision of relevant information about services to customers, their families, carers and community partners
- Undertake assessments of the underlying needs of participants and provide appropriate information, referrals and practical assistance
- Provide high quality customer-centered individual and/or family therapeutic interventions and/or case management in line with program outcomes
- Provide practice that is strengths based, person-centered, solutions-focused, culturally responsive and safe in line with Social Futures Practice Framework??? requirements
- Delivery of supports in outreach settings, including in a range of universal settings such as schools, using safe community visiting strategies.
- Collect, and ensure integrity of, data using relevant information systems to meet organisational and outcome-based reporting requirements
- Maintain working knowledge and actively engage with other service providers and key stakeholders to ensure seamless service delivery
- Ensure all customer work requirements are completed in accordance with the relevant policies and procedures, including Quality Improvement requirements
- Comply with procedures to ensure the effective reporting of quality, safety, and risk issues and provide regular reports to ensure reporting requirements are met

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- Actively participate in supervision and reflective practice activities including case reviews with manager and program supports
- Ensure relevant mandatory reporting requirements are met in line with legislative and policy requirements
- Participate in planning processes within the Team/Branch
- Provide feedback on enhancement to program services and delivery/identify opportunities for improvement
- Undertake training as directed and in accordance with your individual training plan.
- Participate in staff performance appraisals annually.
- Adhere to Pathfinders Code of Conduct.

Key challenges

- Implementation of services while managing competing priorities that support the Team/Branch's goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of customers, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and support within the broader service system and community
- Engaging with customers who are impacted by trauma, are socially isolated or have other barriers to accessing support
- Responding effectively to customers who may present with varying levels of distress and able to manage own well-being
- Responding effectively to customers referred by statutory authorities to support engagement with the service

Professional Development

- Attend professional development meetings on a monthly for support, debriefing and discussion of issues that may need action.
- Pursue ongoing personal and professional development in order to enhance contribution to the organisation.

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Pathfinders Vision

Pathfinder's vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

The Pathfinders' vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

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Pathfinders across the New England, Northwest Tablelands and Mid North Coast and Northern Territory

Pathfinders is now located in offices across the New England and Northwest Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour and Northern Territory at Palmerston and Alice Springs.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

Pathfinders' programs and services include:

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link clients with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time support for young people in out-of-home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child protection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after-care services to vulnerable children, young people and their families

I acknowledge that I have read and understood my responsibilities associated with this Job Description.

Employee Signature

Date

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