

## JOB DESCRIPTION

Position Title:	Family Worker
Position Type:	Full time/ Fixed term contract till 30 June 2020
Location:	Riverina Murray - Wagga Wagga Office
Reporting Relationship:	The position reports directly to Family Referral Services Manager
Position Classification:	The position is classified at Band C (C4-C6) in accordance with the RACR Enterprise Agreement.
Remuneration:	\$74,564.27 to \$75,671.87 (plus super) and PBI tax benefit for full time position.
Reviewed on:	12 July 2019

### Roles and Responsibilities:

The Family Worker role is to assist in delivering quality services under the Family Referral Service (FRS) by providing information, complex intake and screening, referrals and case coordination services to clients contacting the services of Relationships Australia and liaise with a wide range of external stakeholders to ensure strong referral pathways. This may include direct work or coordination with Department of Education, Juvenile Justice, Catholic Education and others.

The FRS aims to link vulnerable families, parents and young people in need of assistance with Commonwealth, State or Local Government funded support services so they receive appropriate help. This position will be based in the above locations and will require outreach to outlying areas.

### Duties

In consultation with the FRS Manager:

- Provide intake and screening of clients and their needs to ensure the safety of adults and children, as well as staff, either via telephone or face-to-face contact (some outreach work is required);
- Liaise with local support services and networks across the Riverina Murray ; Work in partnership with a number of services and varying initiatives in the region.
- Provide accurate information, and referral for individuals and families about the services of Relationships Australia (RA), including access, eligibility, criteria capacity, requirements and procedures;
- Undertake complex intake services with clients to identify their support needs and refer appropriately to internal and external organisations;
- Organise client appointment times, confirm appointments, and follow up clients where necessary;
- Deliver services which meet the needs of Aboriginal and Torres Strait Islander people and culturally and linguistically diverse (CALD) families and communities;

- Provide case coordination;
- Identify short term assistance needs of clients and liaise with other service providers where required;
- Maintain continuous engagement with agencies, partners and external service providers to ensure clients are provided with up-to-date information of referral options;
- Collect, process and maintain client data in line with RA policies and procedures and any government statistical database system;
- Maintenance of case notes to satisfy both agency and funding body statistical data collection;
- Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families as required by the Children and Young Persons Act, Family Law Act, Privacy Act and the organisational Code of Conduct;
- Contribute to, and be part of, the organisational culture where continuous improvement, supportive teamwork, cooperation, client service, quality, safety and confidentiality are the focus;
- Has primary responsibility for allocated cases and
- Other duties as directed.

### **Selection Criteria:**

#### Essential

1. Qualification in social welfare, or related discipline and/or relevant experience.
2. Excellent observational, telephonic communication and interpersonal skills with an ability to engage and interact sensitively with a diverse range of people, particularly children, families, partners and stakeholder.
3. Demonstrated negotiation and advocacy skills to act on behalf of vulnerable clients and demonstrated ability to rapidly identify client needs, assess risk, respond and prioritise accordingly.
4. Demonstrated knowledge of local services available to children and their families as well as demonstrated networking and relationship building skills.
5. Knowledge of legislative requirements of mandatory reporting, issues relating to substance abuse and mental illness, domestic violence, crisis intervention models, grief and loss in the context of family separation, negotiation and conflict management as well as an understanding of child development.
6. Ability to work well in a team environment, in partnership and independently.
7. Computer literate and demonstrated ability in data entry.
8. Sound organisational skills.

#### Desirable

1. Demonstrated experience in case coordination and facilitation.
2. Understanding of the nature of the work conducted by RACR.
3. Understanding of Confidentiality and Privacy issues.

### Special Requirements

1. Current driver's license
2. Must provide current proof of registration for the NSW 'Working with Children Check'

### **Contact Person:**

For further information about the position or application process, please contact the FRS Manager (02) 6923 9100 or [careers@racr.org.au](mailto:careers@racr.org.au)