



# POSITION DESCRIPTION

## POSITION DETAILS

Title	Integrated Family Services Support Worker
Position Number	PD058
FTE	Full Time – Fixed Term 12 months
Classification	Level 3
Qualification	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Team Leader Youth & Families
Direct Reports	NA
Location	118–124 Pine Avenue, Mildura
Approved By	CEO

## ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website [www.masp.org.au](http://www.masp.org.au).

## ABOUT US

**Purpose:** To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

**Vision:** Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

## OUR VALUES

**CONNECTED:** We nurture trusting, collaborative, and inclusive relationships.

**ACCOUNTABLE:** We employ authentic, competent, evidence-based practice.

**RESPONSIVE:** We demonstrate kind, flexible, timely, and personalised care.

**EMPOWERING:** We cultivate a strengths-based and enabling environment.

**SAFE:** We embrace a culturally safe, trauma informed, and dependable ethos.

## POSITION OVERVIEW

The Integrated Family Services (IFS) Support Worker provides a case management service for children, young people and their parents.

This includes working with families to develop initial case plans that work to ensure an environment of safety, security, family stability and age-appropriate development of children based on the Department of Families, Fairness and Housing Best Interests of the Child and Stability Planning case practice models.

## POSITION OVERVIEW

The Integrated Family Services Support Worker is responsible for the following Key Result Areas:

**SAFETY** – Uphold a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

**PEOPLE** – Contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

**FINANCIAL** – Assist in ensuring expenditure within Family Services is maintained within budgetary guidelines.

**OPERATIONAL** – Delivery of outstanding and industry leading services to all MASP Children, Youth & Families clients.

**STRATEGIC** – Commit and contribute to achieving the MASP business strategy within the Children, Youth & Families program.

**CONTINUOUS IMPROVEMENT** – Demonstrate a commitment to continuous improvement within the Children, Youth & Families team.

## KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Provide a case management service for children, young people and their parents, including CALD and indigenous communities.
2. Develop initial case plans in partnership with the family that work to ensure an environment of safety, security, family stability and age-appropriate development of children based on the Department of Families, Fairness and Housing Best Interests of the Child and Stability Planning case practice models.
3. Advocate on behalf of the client in areas where there are complex issues with other agencies.
4. Assist with the provision of information in relation to community resources and services and to support the client in accessing services.
5. Assist clients in identifying, developing and maintaining informal support networks within their communities.
6. Maintain up-to-date and accurate case notes and prepare reports as required.
7. Maintain quality case files.
8. Use of computer-based programs for case recording and statistical purposes.

9. To participate in supervision on a regular basis.

Some out of hours / weekend work may be required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

## KEY SELECTION CRITERIA

### Essential role-specific skills, knowledge and experience

1. Possession of the mandatory qualification.
2. Skills in case management working with vulnerable children, young people and their families including those from CALD and indigenous communities.
3. Highly developed assessment skills, capacity to apply a range of intervention strategies, effective problem-solving skills, highly developed interpersonal skills
4. Demonstrated knowledge of the CY&F Act 2005.
5. Experience working with other professionals, government and non-government agencies and services.
6. Good working knowledge of child and adolescent development theory and practice
7. Experience using software related to case recording and statistics.
8. Possession of effective organisational and time management skills.
9. Sound negotiation and assertiveness skills.

### Highly desirable role-specific skills, knowledge and experience

10. Case Management experience

## CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

## OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.