



**DEADLY CONNECTIONS**  
COMMUNITY AND JUSTICE SERVICES

## POSITION DESCRIPTION

<b>Position:</b>	Family Specialist
<b>Program:</b>	Deadly Families Project
<b>Classification:</b>	Casual as per contracts, guided by NSW Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 Note: Level status will be determined in compliance with experience and/or qualifications)
<b>Hours:</b>	Casual
<b>Duration:</b>	6-12 months
<b>Location:</b>	Sydney, NSW (City of Sydney and Inner West LGA's)
<b>Accountability:</b>	This position is directly accountable to the Team Leader/CEO.
<b>Date:</b>	December, 2019

## INTRODUCTION

At Deadly Connections Community and Justice Services Inc, our focus is on disrupting the inter-generational cycles of disadvantage, grief, loss, trauma, oppression, out of home care (OOHC) and justice system involvement of First Nations people, families and communities.

Our work is based on four guiding pillars: Culture, Respect, Change and Empowerment. We offer culturally responsive support combined with a comprehensive network of services and seek to ensure the provision of high-quality services that will ensure we work within a healing framework and outcomes are improved for our people, families and communities.

As an Aboriginal controlled organisation, there is an inherent requirement that non-Aboriginal employees continue to develop their cultural competence to maximise opportunities and improve outcomes for First Nations peoples, families and communities.

## OVERVIEW OF PROGRAM

The Deadly Families Project provides intensive support and parenting education to families who have children 0-5 years.

The primary objective of the program is preservation, placement prevention and restoration through providing intensive practical support that seeks to address trauma and challenges, promote healing, developing the parenting capacity of the families and to act as an advocate/support when families are dealing with Courts and/or Department of Communities and Justice (DoCaJ).

The aim of the Family Specialist Worker is to identify the appropriate support required to prevent removal of babies and/or children from their family/community.

## POSITION OBJECTIVES

Within a team approach and under the supervision of the Team Leader/CEO, the Family Specialist will:

- Receive, facilitate and process referrals from all sources to Deadly Families and to our partner agencies
- Facilitate parenting education courses to Deadly Families participants
- Promote the Deadly Families program to community and other external agencies
- Provide intensive, holistic, culturally responsive case management/support to families, particularly those at risk of child protection intervention/removal
- Work within our decolonising model and abide by relevant policy practice guidelines
- You will be expected to work within a collaborative team of stakeholders, including DoCaJ, health services, other Aboriginal and non-Aboriginal agencies – to promote best outcomes for Aboriginal children, their families and communities.

## KEY RESPONSIBILITIES

- Undertake and meet all case management responsibilities in relation to Deadly Families participants
- Complete all relevant DC template documents for each family including babies, children or young person within the given timeframes and all other paperwork relevant to the role
- Maintain regular, effective and meaningful contact with families and community
- Ensure that case plans are regularly reviewed and facilitate the attendance of all key stakeholders at relevant meetings including case conferences and reviews
- Facilitate, support and supervise when necessary, contact between children placed in care and their siblings, birth families and significant others in accordance with court orders, case plans and reviews
- Assist with the planning and implementation of DC social events for DF participants and with the development of DC community-based initiatives and programs
- Assist with on call duties as requested by DC Management
- Encourage service users, families, community and other agencies to provide ongoing feedback through both formal and informal processes
- Contribute to the Office of The Children's Guardian's accreditation procedure and file audit processes
- Attend monthly supervision meetings with your Line Manager and complete the tasks identified at these meetings.
- Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement
- Attend any DC and/or external meetings (including networking and interagency as requested by your Line Manager

- Undertake and participate in regular evaluations of the service and take part in annual appraisals of staff performance and team planning days
- Undertake specific tasks allocated by your Line Manager relating to the promotion of the service/program and the enhancement of the partnership between the team and key stakeholders
- Contribute to the development and maintenance of a positive, supportive and collaborative team environment including the ongoing learning of all team members through the sharing of ideas and feedback from training and daily operations
- Advocate for DC and Aboriginal people, children and young people in the sector
- Work collaboratively with Aboriginal children, families and communities
- Work collaboratively with other Aboriginal Services for all Aboriginal families regarding cultural connection and identity
- Provide practical, intensive and individually tailored support to Aboriginal children, parents and families
- Work towards strengthening family connections, promoting healing, empowerment, placement prevention and promoting the safety of children, young people and parents
- Work both independently and within a team in a manner that ensures a coordinated approach to services for Aboriginal children, young people and their families
- Working across other support services programs as required and providing support at times of crisis and when required
- To undertake the functions associated with intake, assessment & response, such as,
  - To undertake preliminary assessments that identify the health, wellbeing and safety needs of the children involved, and that identify both the capacity and constraints of the families to make and maintain necessary changes
  - Making referrals and completing timely and relevant follow up
  - Coordinating an appropriate response for the child/ren and family
  - Entering data onto the electronic system and creating a paper file
  - Ongoing communication with key stakeholders
  - To work collaboratively with both internal and external partners/stakeholders
  - Liaise with internal and external programs in relation to capacity, referrals and other program information
  - Seek support from management if/when required
- Other duties as directed.

### **WORK HEALTH & SAFETY (WHS)**

Deadly Connections is committed to ensuring the workplace health and safety of its employees, clients and visitors.

In achieving and maintaining workplace health and safety, Deadly Connections will apply best practice in WHS in accordance with statutory obligations at all times.

All Deadly Connections employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the

workplace by working in accordance with legislative requirements and the company's WHS policies and procedures

- take reasonable care for their actions or omissions so they do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific WHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to WHS policies, procedures, training and reporting systems.

### **Key Responsibilities**

#### **Program Specific Responsibilities:**

- Apply decolonising models of intensive family support which places culture at the centre of all support provided
- Embed, encourage and facilitate connection to culture, family, community, country in daily operations
- Where DoCaJ interventions are afoot, encourage positive communication with Department of Communities and Justice (DoCaJ) and act as a support for family during dealings with DoCaJ
- Consider and apply theoretical frameworks including human interaction, developmental stages of children, conflict resolution, and other relevant frameworks (where appropriate) when working with children and parents, whilst maintaining child inclusive practice
- Undertake assessment and intake processes, including parent interviews, explanation of safety procedures, and limits of confidentiality
- Organise a safe and appropriate environment, and activities for children that maximise parent/child interaction and engage children in an interesting, calming and positive manner
- Evaluate the effectiveness of interventions for parents and children accessing Deadly Families, assess the future need of the family in involvement in the program, and refer parents to appropriate services and programs as required

#### **Other Service Delivery Responsibilities**

- Maintain confidentiality and duty of care, including identification of domestic and family violence
- Maintenance of appropriate files and case notes as per organisational policies and procedures
- Meet legislative and funding requirements
- A commitment to supervision and professional development
- A commitment to supporting families to reduce the incidences of removal of children, reduce final departmental parenting orders and increase restoration back to families/communities.

#### **Administrative Responsibilities:**

- Maintain computer-based records
- Maintain/submit weekly movement sheet to enable effective WH&S measures are implemented, informed planning, client and agency meetings
- Submit time sheets once a fortnight

- At times, assist with other aspects of the program including but not limited to; the provision of administrative duties, which may include reception, telephone, resource filing and general office duties

### **Organisational Responsibilities**

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent
- Adhere to all organisational policies, procedures, standards and practices
- To act only in ways that advances Deadly Connections objectives, values and reputation
- To act with honesty, integrity, transparency and good faith at all times
- To raise any issues or concerns in a manner consistent with Deadly Connections complaints and grievance processes
- Other duties, consistent with skills and experience, as directed by the reporting manager.

### **KEY SELECTION CRITERIA**

#### **Essential**

1. Professional or lived experience with providing family support or accessing family support (more than 5 years ago)
2. Skills, knowledge or expertise in working with children, families and communities who experience significant vulnerability
3. Relevant tertiary qualifications or willingness to obtain in Community Services or Social Work
4. Demonstrated ability to use a range of active engagement strategies with vulnerable and at-risk children, young people and their families, and be culturally responsive, flexible and creative in meeting their needs
5. An understanding of the social context of the challenges that bring families to the attention of child protection services, child abuse and neglect and experience in using current theoretical approaches to support positive outcomes
6. Sound understanding of the Child Protection and welfare system, and experience in collaborating with a range of professionals in a care team approach
7. Ability to undertake case management, conduct risk and needs assessments
8. Excellent written and verbal communication, time management and organisational skills
9. Ability to advocate, negotiate and problem solve
10. Understanding of the community's cultural diversity and ability to practice with cultural competence and safety
11. Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families and children
12. Current Working With Children check
13. Possession of or willingness to acquire a current NSW drivers licence – minimum P2
14. Ability to partake in reflective practice and to be self-directed.

#### **Desirable skills, knowledge, and experience**

Experience and skills working with Aboriginal families (through lived or professional experience) or skills in the delivery of child and family services, substance abuse, child protection, early years, family violence, therapeutic interventions and/or mental health will be an advantage.

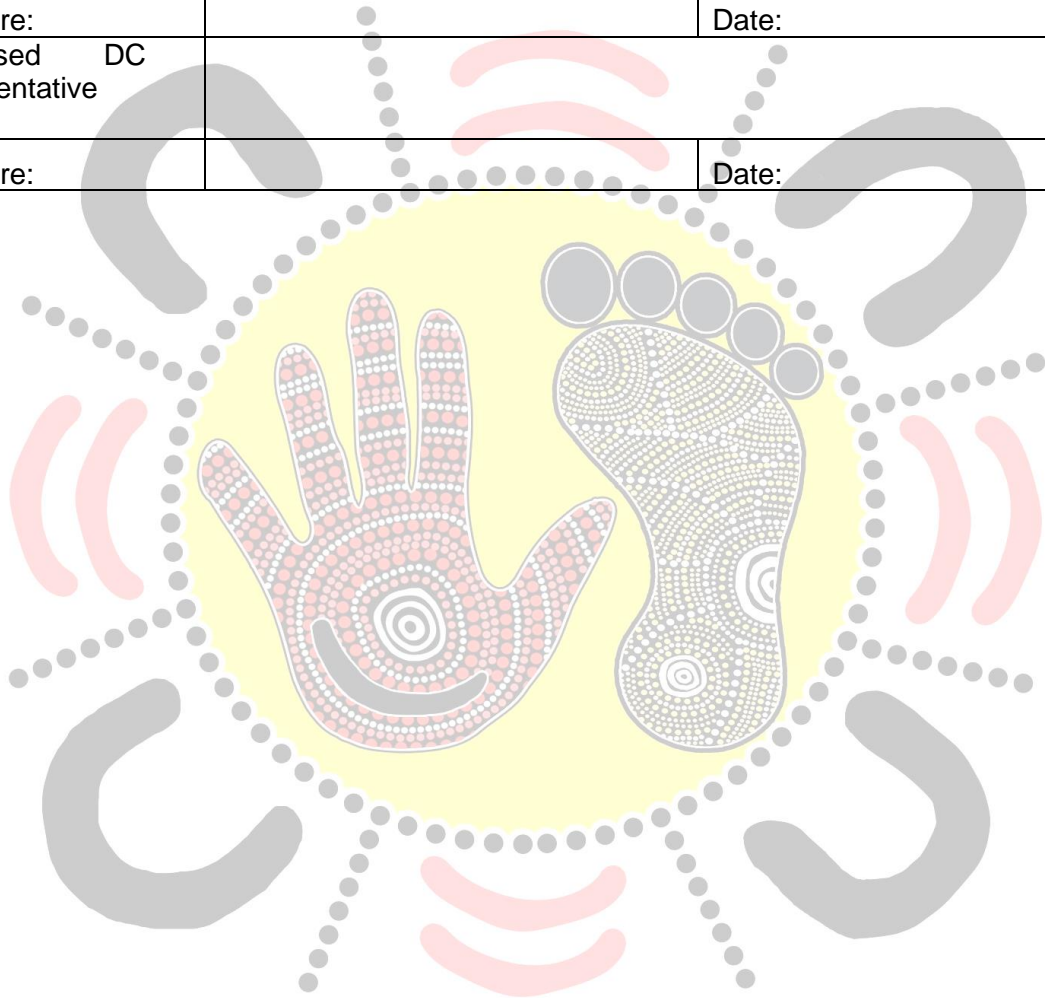
#### **ADDITIONAL INFORMATION**

- Salary and conditions are in accordance with the NSW SCHADS award
- All offers of employment at Deadly Connections are subject to a three and six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to full disclosure of Criminal History (where necessary),

this may include provision of a check (where requested), a current Driver's License and an Working with Children Check (paid employment) prior to commencement.

**In signing this Job Description, the employee acknowledges that they have read the document and understand its contents.**

Employees Name:		
Signature:		Date:
Authorised DC Representative Name:		
Signature:		Date:



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