

<b>POSITION:</b>	Family Contact Worker OOHC
<b>LOCATION:</b>	New South Wales
<b>AWARD/AGREEMENT:</b>	Social, Community, Health & Disability Services Employees (SCHADS) NSW
<b>AWARD CLASSIFICATION:</b>	Level 2
<b>REPORTING RELATIONSHIPS:</b>	Permanency Coordinator

Lifestyle Solutions provides Case Management services to children and young people, their families and carers to promote family connections. This position will be based at Bella Vista Office and will involve travel to the carers home to promote the connections a child or young person has to their families. The person will be required to support and supervise contact between children and young people and their families. A Pool Car is available for use.

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## **DUTIES AND RESPONSIBILITIES**

### **1. Family contact**

- To supervise contact for children and young people with their families.
- To provide transport to and from the carers home for children and young person to have contact with their families in line with their case plan.
- To provide comprehensive report outlining the activities and interactions driving contact.
- Work alongside the Case Manager and ensure the case plan developed is relevant and meets the need of the child and young person
- Maintain a comprehensive report regarding contact
- Maintain database records regarding contact if relevant
- Advise Case Manager of any child protection issues immediately
- Take initiative to cease contact if the visit is not meeting the child or young person's needs.
- Attend meetings as needed

### **2. Cultural Sensitivity and Awareness**

- Support learning opportunities for foster carers to develop knowledge and understanding of cultural backgrounds and perspectives and utilise this knowledge to inform practice and support of people
- Ensure Carers embrace the cultural needs and views of children and young people and incorporate into their daily lives
- Value and respect the diversity of cultures in the process of implementing plans
- Ensure that support is linguistically and culturally appropriate to the needs of children and young people
- Embrace diversity positively and adopt an anti-bias approach

- Understand the current trends, issues and philosophies that underpin the provision of services to children and young people and share that information with Carers to continuously improve support services

### **3. Family Contact support and guidance**

- Provide support that is aligned with the values of the organization and creates and environment that is conducive to the delivery of quality support
- Actively work with Carers to overcome barriers in meeting the needs of the children and young people we support
- Communicate effectively sharing information and responding to feedback appropriately
- Provide support and supervision to all direct reports that facilitates an open and honest forum for staff to share feedback, ideas and concerns
- Conduct service meetings that allow all staff to share equally, are updated all on relevant information and minutes and actions are documented and circulated
- Proactively support Carers to meet performance expectations

### **4. Service Delivery and Continuous Improvement**

- Identify contractual requirements and ensure all performance criteria are achieved and reported on
- Identify the appropriate department key stakeholder/s and build and maintain professional relationships with them regarding progress, funding, and concerns of the children and young people
- Establish and maintain a commitment to best practice
- Implement, monitor and assess continuous improvement strategies in consultation with line manager that achieve improved support for children and young people
- Ensure Carers maintain an understanding of the relevant service Standards and any other essential industry standards
- Support Carers in accordance with organisational policies and procedures, ensuring all relevant Policy and Procedure Manuals are available to all direct reports
- Actively educate and monitor the understanding and implementation of all policies and procedures of the organisation, by all direct reports
- Participate in quality assurance processes with a focus on continuous improvement, data collection, review and monitoring
- Ensure services comply with all relevant position handbooks, guidelines, policies, procedures and standards
- Immediately report all incidents or situations that may negatively impact the health and wellbeing or reputation of people we support or the organization, following organizational reporting protocols

### **5. Maintain a proactive health, safety and wellness culture**

- Positively promote a culture of health, safety and wellness amongst Carers in your area of responsibility.
- Consult with line manager before changes are made to the work/processes or workplace, which may affect the health, safety and welfare of workers
- Implement corrective safety actions within area of responsibility
- Bring any health safety and wellness concerns to the attention of the Health Safety and Wellness team

**6. Contribute positively to the work of Lifestyle Solutions**

- Uphold the sentiments of Lifestyle Solutions Mission and Vision Statements, using the values to guide your work and decision making
- Promote the work and profile of Lifestyle Solutions in the community
- Contribute to consultations regarding strategy, policy and procedure development and operational aspects of the support we provide
- Attend network meetings, document outcomes and provide feedback to the appropriate staff, managers and people we support
- Build relationships and networks who provide opportunities for people to access and participate more effectively in the community and who are aligned with the work of Lifestyle Solutions
- Provide reports as required by management
- Follow all reasonable directions provided by Lifestyle Solutions

**SELECTION CRITERIA – Family Contact Worker**

**KNOWLEDGE AND SKILLS:**

**Essential**

- Minimum 2 years' experience working with children and young people
- Understanding of and experience in OOHC
- Identify and response to risk of harm
- Ability to identify any risks of contact to children and young people
- Work with Case Manager to ensure case plan is appropriate
- Ability to work in an environment whereby there is conflict between carers and natural parents
- High level of report writing ability.
- Excellent literacy skills, written and oral communication skills
- Computer Literacy
- Understanding and knowledge of current child car restraint legislation.
- Knowledge of Permanency Support Program, and ability to comply with, relevant legislation and regulations.

**Desirable**

- Demonstrated involvement in self-managed projects
- Demonstrated experience in community development activities

**QUALIFICATIONS:**

**Essential**

- Diploma in Community Services
- Experience in working in OOHC
- Good computer skills in Word, Excel, PowerPoint and Publisher
- Driver's license
- First aid certificate
- WWCC- valid for paid work.

**ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION:**

I, ..... have read and understand the responsibilities of my employment as **Family Contact Worker**, as outlined in this position description and accept these conditions.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Return this page with your signed employment contract to:

People and Culture Group  
Lifestyle Solutions  
PO Box 81  
Islington NSW 2296