



PO Box 12 Ringwood 3134  
Telephone (03) 98770311

## Position Description:

### Children's Worker

#### 1. General Information

---

<b>Position title:</b>	Children's Worker
<b>Department:</b>	Safe Futures Foundation
<b>Position Reports to:</b>	Team Leader Community Connect
<b>Classification:</b>	SCHADS Level 4 Plus 9.5% superannuation and access to salary packaging
<b>Job status:</b>	Full time
<b>Location:</b>	Croydon North
<b>Key Relationships:</b>	Internal: CEO, General Manager Service Delivery, Team Leader Community Connect, Corporate Services, Service Delivery, Business Systems Manager, Property Officer External: Safe Steps, Police, Child Protection, Courts, other community based services

## 2. Overview of Safe Futures Foundation

---

Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people's stories for over 40 years. Safe Futures has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. We employ intensive case managers and women's and children's advocates across 2 main sites in Melbourne's Eastern suburbs. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

- Safe in the Community
- Community Connect &
- Intake and Emergency Response

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink, Community Services and self referrals.

## Our Vision

---

The Safe Futures Foundation believes all children, young people and adults have the right to live safely in their community.

## Our Model

---

The Safe Futures model is premised on a "wrap around" process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap around plans aim to develop problem solving and coping skills and self efficacy of Family Violence Survivors. Safe Futures wraparound Philosophy of care begins with the principle of "voice and choice" where self determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

## 3. The Role

---

Working as part of a dynamic team the Children's worker at SFF has the primary responsibility to co-ordinate and deliver services for children with complex needs, experiencing family violence and are accessing Safe Futures Foundation crisis and transitional housing.

The children's worker is required to complete comprehensive assessments and case plans and work closely with Women's advocates to deliver an integrated approach to service delivery for families.

The role includes the provision of advocacy and support for children and co-ordination of specialist and community based services to assist with trauma and developmental needs. The role will develop working relationships with key agencies including DHHS child protection and family services to ensure the safety of the children using the "best Interests" framework.

## 4. Key Accountabilities

<b>Duties</b>	<b>Measures/KPIs to be achieved</b>
<ul style="list-style-type: none"> <li>• Undertake comprehensive and high quality risk assessment and safety planning to meet immediate needs of children with complex needs experiencing family violence</li> <li>• Provision of daily complex case management support to women and children, including case conferencing and co-ordination, exit planning, closure and timely file management.</li> <li>• Complete comprehensive support needs assessments focussing on strengths and building capabilities</li> <li>• Develop and monitor individualised case plans for children ensuring that children are encouraged to actively engage in the planning and decision-making process where appropriate.</li> <li>• Model and support positive parenting interactions to encourage connection and attachment to meet the emotional and wellbeing needs of children that have experienced trauma</li> <li>• Provide education and support to mothers regarding the impact of family violence on child's development</li> <li>• Work with women's advocates and case managers to ensure an integrated approach to developing holistic family plans that support legal, financial health and wellbeing, educational and safety needs.</li> <li>• Co-ordinate referrals and access to a range of specialist and community based children's services including maternal health, child care, education, social, recreational, disability, legal and family services.</li> <li>• Provide secondary consultation to services regarding the impacts of family violence on children.</li> <li>• Liaise/coordinate with other service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to meeting client targets</li> <li>• Work within an agreed client case ratio</li> <li>• SHIP note entries and supporting documents are up to date.</li> <li>• Intake documents uploaded to SHIP</li> <li>• SHIP status updates to be completed by the 5<sup>th</sup> of each month</li> <li>• Case plan and assessments to be completed in accordance with practice guidelines</li> <li>• Ensure clients have an exit plan developed while they are in the crisis properties</li> <li>• Monitor and review plans: <ul style="list-style-type: none"> <li>○ Risk Assessment</li> <li>○ Safety Plan</li> <li>○ Case Plan</li> </ul> </li> </ul>

<p>regarding client case plans.</p> <ul style="list-style-type: none"> <li>• Complete funding applications and obtain relevant community based resources</li> <li>• Build relationships with key stakeholders including Victoria Police, Child Protection, Specialist Services, Legal Services, Schools and Maternal Health.</li> <li>• Maintain adequate data file records and adhere to DHHS standards.</li> <li>• Maintain client records accurately on electronic platform, SHIP, to ensure correct target reporting</li> <li>• Ensure all services are culturally sensitive and align with Safe Futures strategic plan.</li> <li>• Incorporate a strengths based and trauma informed practice approach</li> <li>• Preparation of reports and other documents of a high professional standard</li> <li>• Complete exit plans and ensure appropriate referrals where necessary for ongoing safety and well-being</li> <li>• Participate in the after hours Emergency and Intake Response Service and on-call roster if required.</li> </ul>	
<p><b>Program Development</b></p> <ul style="list-style-type: none"> <li>• Liaise and develop effective working relationships with partner agencies and key stake holders providing services and supports to women and children experiencing family violence and homelessness including Vic police, legal, housing, drug and alcohol, mental health, child protection and other specialist services</li> <li>• Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development of services for children</li> <li>• Keep abreast of relevant theory, legislative and policy development in family violence</li> <li>• Participate and contribute to organisational change process</li> </ul>	<p><b>Measures/KPIs to be achieved</b></p> <ul style="list-style-type: none"> <li>• Participate in all of staff meetings and planning days</li> <li>• Contribute to development of strategic plan</li> <li>• Participate in staff professional development</li> </ul>
<p><b>Team Work and Communication</b></p> <ul style="list-style-type: none"> <li>• Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures</li> <li>• Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation</li> <li>• Participate in and contribute to team and 'all staff'</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in team meetings, supervision and all of staff meetings</li> <li>• Participate in client reviews, handover and reflective practice</li> </ul>

<p>meetings</p> <ul style="list-style-type: none"> <li>• Share knowledge and resources across staff team</li> <li>• Assist and support team members to achieve client outcomes where required</li> <li>• Reflect and analyse complex situations with staff team for workable solutions and options</li> <li>• Take on a leadership mentoring role with new staff or less experienced staff</li> </ul>	
<p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Comply with all OH&amp;S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required</li> <li>• Assistance in the maintenance of a clean, hazard free work environment</li> <li>• Follow workplace procedures for accident/incident reporting.</li> <li>• Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders</li> <li>• Ensuring financial accountability requirements are adhered to</li> <li>• Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors</li> <li>• Practice in accordance with child safety standards and reportable conduct guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• 100% completion of mandatory competencies</li> <li>• Risks identified, documented and managed</li> <li>• Major and non major client incidents reported in accordance with DHHS client incident management guidelines</li> <li>• All OH&amp;S risk and injuries to be reported on the risk register, TICKIT</li> <li>• Participation in OH&amp;S meetings</li> </ul>
<p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>• Adhere to relevant record management systems and comply with relevant Privacy Legislation</li> <li>• Ensure record keeping is in line with quality, auditing and accreditation standards</li> <li>• Case notes to be completed according to Safe Futures Foundation case practice guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of and records are kept and maintained up to date at all times</li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.</li> </ul>	

### ***Pre-Existing Injury***

- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

### ***Immunisation***

- Consider appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

### ***Mandatory***

- Police check
- Working with Children's Check

## **5. Key Selection Criteria/ Position Requirements**

<b><i>Qualifications</i></b>	<p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• A tertiary qualification in Social work, Psychology, Early Childhood development or education or equivalent</li> </ul> <p><b><i>Desirable</i></b></p> <ul style="list-style-type: none"> <li>• Experience working in the Family Violence sector.</li> </ul>
<b><i>Previous Experience</i></b>	<p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• An understanding of relevant theories and practice frameworks that relate to Child Development, Trauma Informed Practice, Family Violence, therapeutic interventions, case management and support services</li> <li>• Case Management Experience with particular skills in responding to children</li> </ul> <p><b><i>Desirable</i></b></p> <ul style="list-style-type: none"> <li>• Experience in delivery of responding to women and children experiencing Family Violence</li> <li>• Knowledge of the CRAF (Common Risk Assessment Framework)</li> </ul>
<b><i>Required Knowledge and Skills</i></b>	<p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Current early childhood development theory and practice, including cross cultural perspectives and the philosophy of inclusion</li> <li>• Capacity building approaches that utilise collaboration, reflective practice and strengths based practice.</li> <li>• Good organisational skills and ability to prioritise competing demands</li> <li>• Excellent communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and skills in, intake and assessment, case planning in relation to family violence, service provision, safety planning, managing a case load and client advocacy</li> <li>• Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, and implements and evaluates outcomes.</li> <li>• Able to establish effective working relationships with partner agencies and key stakeholders providing services to women experiencing family violence and homelessness</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Ability to function both independently and as part of a team</li> </ul>
<b>Personal Attributes &amp; Values</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Strong communicator</li> <li>• Time management and organisational skills</li> <li>• Self manages and able to identify self care strategies to reduce stress and manage vicarious trauma</li> <li>• Seeks guidance and support from manager when required</li> <li>• Self motivated and proactive in seeking out information, supports and resources</li> <li>• Able to identify areas of continued professional development and learning</li> </ul>

***Employee Position Declaration***

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

***Employee Signature:***

---

***Print Name:***

---

***Date:***

---