



## **Integrated Family Support Services - Gateway**

### **Position Description**

#### **Project Objective:**

The program will endeavour to provide support services to families where risk factors to the welfare and development of children are present. Service will address identified issues of concern and work to build on families' capacity to self-manage risk factors associated with their intake to the service.

#### **About this project:**

The project aims to:

- On behalf of Mission Australia CHAC delivers "Gateway" which is a new access point to family services for vulnerable children, young people and families.
- Provide support services to families where risk factors to the welfare and development of children are present.
- Provide access to a network of community sector supports and services for vulnerable children, young people and their families.
- Increase the capacity of the community sector to provide secondary level support services.
- Provide an improved service capacity for families who may not come into contact with child protection services.
- Reduce the number of families notified to child protection services by improving access to and responsiveness of community-based services.

#### **What the job is:**

##### **You will lead project design and delivery**

- Respond to referrals or approaches to the service to the program from DHHS and Gateway.
- Conduct introductory meetings/conversations with families to determine needs, issues, hopes, and preferences etc. and complete all required service paperwork.

- Schedule and conduct ongoing case management sessions with whole families or individuals that is intervention goal focused.
- Use counseling, support and education/information to engage clients to meet goals.
- Develop quality relationships with a range of key stakeholders and partners including community organisations and other health professionals to allow for the effective provision of support and information to clients.
- Monitor the level of risk to the children.
- Advocate and liaise on behalf of families in a range of forums including DHHS, Dept of housing etc.
- Provide unscheduled support to families in times of crisis including over the phone support.
- Provide further assistance to families where necessary, and document any spending.
- Conduct ongoing assessment of the needs of the family to determine the continuing need for counselling services and referral to other services as needed.
- Participating in case conferences.
- Contribute to a range of community development and capacity building activities including preparing and conducting workshops and preparing information for external parties.
- Actively participate in clinical supervision and learning and development programs and peer development activities as required.
- Develop and update a client service folder for each family in line with MA guidelines.
- Coordinate and support the exit of families from the program.
- Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and OHS.
- Engage in evaluation activities where required.
- Participate in a range of interagency meetings, steering committees and other forums in order to share information and best practice and highlight the needs of families in the community.

**You will be responsible for project Management**

- Manage the project as it relates to engaging community in maintenance of ATSI culture through involvement of whole of community, men, women and young people and through development of agreed partnerships.
- Report on all activities, outputs and key performance Indicators (KPI's) in line with requirements of funded schedule.
- Provide monthly reports in hard copy form to CHAC CEO and board of project management on (verbal reports without written backup will not be accepted):
  - Activities undertaken, project outputs and KPI's; and

- Data collected in the form of numerical and case study/storytelling to support projects KPI's.
- Advise the Board of project management on areas of project delay, budget changes or project non-compliance in relation to achieving activities, outputs and KPI's monthly.
- Develop strategies to resolve any project management compliance issues, document these and report to Board of project management as part of project management activities.
- Work alongside CEO and funding body to address barriers to achieving activities, outputs and KPI's.

**You will actively contribute to a Positive CHAC Culture**

- Demonstrate, engender and promote CHAC's vision, mission within the organisation and to external clients.
- Comply with WHS and Standard Pathways Performance policies and procedures including maintaining client confidentiality.
- From time to time undertake other tasks on request from the CEO.

**Essential Requirements are:**

- Hold an understanding of Indigenous societies and culture and of the issues affecting Indigenous people in contemporary Australian society and the diversity of circumstances of Indigenous people.
- Patient and caring – able to communicate with men, women, elders and young people.
- Excellent verbal communication and interpersonal skills.
- An ability to work cooperatively with professionals in other related agencies
- Good organizational and planning skills.
- Excellent computing skills.
- A current Tasmanian Driver's License.
- Police and Working with Children clearance will be required.
- Cert 3 or above in community services or equivalent.
- An understanding of Disability, Child Youth and Family services sector, including Child Protection and the requirements of the Children, Young Persons and Their Families Act 1997 and other key legislative reforms.