

POSITION DESCRIPTION

Position Title:	SYMB Family Worker		
Program/Team:	Young Women, Families and Safe Relationships [YWFSR]		
Employment Type & Hours:	Permanent Part-time Includes evening, weekend and overnight awake shifts – penalties and shift allowances apply		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS 3
Working From:	SYMB house located in Greenslopes		
Reporting Relationship:	Reports to Safe Young Mums and Bubs Manager		
Probation Period:	Six [6] months		
Primary Purpose of Position:	This position provides support to pregnant and/or parenting young women, aged 16- 25 years, and their infants, aged 0-3 years, who have experienced unstable housing, impacted by domestic and family violence (DFV) and at risk of statutory intervention from Department of Child Safety, Seniors and Disability Services (DCSSDS). This role provides parenting support within the BYS Safe Young Mums and Bubs 24/7 Supported Accommodation Program.		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
Selection Criteria:	<ol style="list-style-type: none"> 1. Demonstrated experience working within a strengths-based and trauma informed practice framework. 2. Demonstrated experience working holistically with vulnerable young parents and their children, focusing upon support plan goals and experience building trusting relationships with marginalised young people. 3. Demonstrated understanding of infant needs, including attachment, developmental and basic care needs. 4. Strong communication skills, including oral and written skills, writing report and case files, collaborating with community services, and the ability to liaise effectively with young parents and advocate on their behalf. 5. Strong planning, task management and organisational skills and the ability to work independently in a supported accommodation setting. 6. The ability to contribute positively within a team to deliver a high-quality service and outcomes for young parents and their children. 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A tertiary qualification or working towards (studying) in Social Work, Psychology, or Social Sciences or similar experience • Current Queensland driver's license • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • National Police Check Clearance • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; and COVID-19 • Three relevant references, including most recent Manager, if relevant 		
Skills & Experience:	<ul style="list-style-type: none"> • Experience building trusting working relationships with marginalised young parents and providing targeted interventions. 		

	<ul style="list-style-type: none"> • Ability to work with young parents in building their parenting skills, attachment and relationship with their children • Ability to facilitate individual and group activities providing positive engagement with young parents • Experience developing networks and collaborative relationships with internal and external service providers • Experience using client management systems, case file notations and Microsoft products
Personal Attributes:	<ul style="list-style-type: none"> • A willingness to work inside of and commit to BYs’s vision, values and objectives • Personal drive and integrity and ability to stay calm under pressure • Consultative and collaborative working attitude • Flexible, creative, self-directed initiative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
KEY RESULT AREAS – Roles and Responsibilities	
Service Delivery:	<ul style="list-style-type: none"> • Provide safe and appropriate accommodation and support to young parents and their children. Respond to their needs by providing supervision, emotional support, parenting skills development, educational and attachment building opportunities, and conflict resolution. • Assist with induction and interventions for young families including supporting in achieving their defined goals. • Provide guidance to young parents about their infant’s basic care, attachment and developmental needs and empower young parents to build their parenting ability. • Assist in implementing structured and informal living skills and parenting strategies for young parents; • Undertake household duties such as cooking, cleaning, to assist young parents to maintain a reasonable standard of cleanliness. • Undertake basic care tasks of infants as needed; in consideration of the support needs of the family and using a strengths-based framework. • Provide on call support to other BYs residential clients, when applicable • Assess risk and respond with appropriate interventions to ensure workplace safety and wellbeing. • Implement relevant service standards to ensure quality service provision • Participate in team meetings to contribute to ongoing improvement, team reflection, provide constructive feedback on service / program delivery, review support plans for young families and report maintenance and repairs. As well as communicating any further accommodation, service delivery or staffing issues with the SYMB Manager. • Maintain daily shift reports, case notes, handover notes and other electronic and physical paperwork as required; to contribute to and inform parenting support planning and assessment. Complete incident reports when required. • Develop collaborative relationships with internal and external service providers. • Provide resources and networking information to young parents. • Transport groups and individuals to appointments, meetings, and any other activities as required. • Undertake risk assessments and safety planning appropriate to the task.
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to model a culture of respect, optimism, accountability and resilience in line with the organisation’s values

	<ul style="list-style-type: none"> • Participate in regular supervision to monitor service delivery and evaluation and collaborate on high-risk planned support and self-care initiatives • Comply with the BYS Code of Conduct to ensure ethical and professional practice • Participate in staff meetings, service reviews and organisational planning • Participate in staff training and development activities as required • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm • Employees must ensure a healthy and safe workplace for all by adhering to BYS Policies, Procedures and Practices • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation
Administration:	<ul style="list-style-type: none"> • Implement administration relating to the service, including accurate data, client files, correspondence, and financial records • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Maintain mandatory reporting in collaboration with the Line Manager • Implement relevant service standards to ensure quality service provision • Undertake any other tasks as required
WORKING HOURS and CONDITIONS	
Shiftwork:	<p>Family Workers are required to participate in a 24 hour 7 days a week, rotating roster and undertake shifts from 8:AM- 4:00PM, 3:30 PM- 11:30PM with a sleepover component. Penalties and shift allowances apply</p> <ul style="list-style-type: none"> • Some evening shifts have a sleepover component of eight [8] hours and attract the SCHADS sleepover allowance • Night shifts [11:00 PM- 8AM] require staff to be awake and available to respond to families. • There is 'on-call' support via phone support or physical assistance, if required • Family Workers are required to attend a staff meeting and group supervision alternating each fortnight, where they are paid for their attendance. • Family Workers are required to have a minimum break of eight [8] hours between shifts, including from one employer to another, and must notify their line manager of any potential conflicts in rosters immediately. • Family Workers with more than one employer must notify BYS by completing an A2.09 Disclosure of a Conflict of Interest / Commitment Form

The changing demands of BYs's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYs, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment.

As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
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