



## Position Description

<b>Position Title</b>	Integrated Family Worker
<b>Directorate</b>	Child and Family Services
<b>Reports to</b>	Team Leader Child and Family Services
<b>Date of Job Description</b>	6/02/2025
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Full-Time Ongoing, Subject to Funding
<b>Salary</b>	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a full time position. Work outside normal office hours may be required.

### Position Objectives

The Integrated Family Worker role supports the delivery of both Integrated Family Services and Intensive Family Support Programs providing flexible and intensive support to families' dependant on their needs. They will work with vulnerable children, young people, and their families where risk factors or concerns are present, in which there may be at risk of becoming involved with Child Protection. These areas could include family violence, mental health, drug and alcohol issues and a lack of parenting capacity. The Integrated Family worker will also help families to identify and work towards goals that reduce risk to children and/or young people, address the concerns that are present, and encourage the health and safety of children and young people in the home. The MFC Child and Family Services team will link to and build upon existing child and family services within the broader system providing an enhanced continuum of care, provide better support, and achieve measurable outcomes.

Key Responsibilities & Duties	Performance Expectations
Direct Service Provision.	<p>Work with and support families through case management presenting with diverse and complex needs.</p> <p>Provide strategies that will strengthen family's ability to manage crisis by providing practical support to families including role modelling and coaching to increase parenting knowledge, skills and capacity.</p> <p>Work intensively with children and families, delivering effective interventions that increase parenting capacity, family functioning, achieve child safety and enhance conditions for child development.</p> <p>Assess and assist clients to identify needs and goals, including developing a family action plan.</p> <p>Where appropriate; engagement with children to ensure the voice of the child is considered in assessment and goal planning.</p> <p>Contribute as a member of the care team or professional network to support case planning and ongoing risk assessments.</p> <p>Work within the best interest of children and young people.</p> <p>Provide up to 110 hours of short-long term support to families (IFS)</p> <p>Provide up to 200 hours of intensive support to families (InFS).</p> <p>Maintain privacy and confidentiality for all clients and families.</p>
Communication.	<p>Undertake duties in a coordinated and integrated manner utilising the resources and expertise offered by colleagues and other professionals working within Mallee Family Care.</p> <p>Conduct self in a cooperative, friendly manner.</p> <p>Motivate others by serving as a role model and demonstrate a strong commitment to the organisation by accepting and sharing identified responsibilities and duties.</p> <p>Seek constructive feedback from service users, colleagues and other professionals.</p> <p>Ensure appropriate liaison and consultation with the Team Leader or Manager with respect to case work, service delivery, program development, evaluation and other issues as required.</p>

<p>Community Development and Networking.</p>	<p>Maintain an extensive knowledge of local service providers and relevant community agencies to facilitate appropriate and effective intervention and support for clients. Develop and maintain close working relationships with professionals from similar disciplines and agencies within the local family and children's services system to facilitate appropriate referrals.</p> <p>Work to develop community capacity and participation in decision making through individual, family and group work.</p> <p>Participate in the development of solutions to local issues emerging in the community.</p> <p>Represent the Family Services team on internal and external working committees, groups and networks.</p>
<p>Team and Program Development.</p>	<p>Ensure regular attendance at team meetings, program meetings, planning days and other designated team activities.</p> <p>Actively contribute to the development of an effective, cohesive and supportive team.</p> <p>Under the direction of the Team Leader participate in the regular review of programs and processes to ensure the efficient and effective operation of services.</p> <p>Actively participate in client satisfaction and program evaluation initiatives.</p> <p>Identify and participate in regular training and development opportunities designed to optimise both individual and team learning and enhance the ongoing review and development of programs and services.</p>
<p>Continuous Quality Improvement.</p>	<p>Support the culture of performance improvement and evaluation and demonstrate acceptance of change.</p> <p>Support and assist in the implementation of quality improvement initiatives and activities.</p> <p>Update and take responsibility for professional knowledge and skills and apply this to the development of self, program and service delivery within your area of responsibility.</p> <p>Participate in the development of policies and procedures ensuring that they are appropriate to the client, the community and broader organisational policies and objectives.</p>

Accountability and Extent of Authority.	<p>Achievement of funding and service agreement requirements and measurable satisfactory performance as a member of the service unit.</p> <p>Undertake activities in accordance with relevant legislation, Program philosophy, policies and guidelines.</p> <p>Align activities undertaken with the achievement of service aims and objectives and demonstrate that individual effort is important.</p> <p>Maintain accurate case records, case plans, statistics and relevant reports within required timeframes.</p> <p>Complete all written and case recording requirements associated with service delivery in a timely manner.</p> <p>Ensure confidentiality and respect for children and families.</p> <p>Actively participate in supervision.</p>
Participate in the agency's On-call roster as required.	Participate in the agency's On-call roster as required.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.
<p><b>Qualifications and Experience:</b></p> <ul style="list-style-type: none"> <li>A person employed as an Integrated Family Worker will be required to hold an accredited qualification relevant to the position at Degree Level or above, have a passion and</li> </ul>	

commitment for supporting children and families across the child and family support/child protection continuum and ideally have transferrable practice experience in the sector or similar fields.

- Diploma level qualification in relevant field may be considered, on the proviso that the applicant will commit to undertake further Tertiary studies with the support of the Organisation.
- Experience in dealing with children who have experienced trauma and interrupted attachment would be an advantage.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

**Key Selection Criteria:**

Applicants are invited to submit their applications addressing the following selection criteria:

- Experience and knowledge in working with children and families in the provision of support and skill development services
- Sound knowledge of child development and a working knowledge of therapeutic models and the theoretical underpinnings of the Best Interests Case Practice and MARAM frameworks
- Understanding of legislation and regulations relating to the operation of family services programs
- Excellent oral and written communication skills, with the ability to write reports relating to family and children services and programs
- Experience and knowledge in Orange Door and Child Protection Intake and Assessment systems
- Experience and knowledge in planning and coordinating parenting groups, workshops and community education projects
- Experience and well developed skills in the IRIS computer software program is an advantage, and a working knowledge of ISO: 9001 2015 is desirable
- Excellent time management skills, with the ability to manage projects/case work and responsibilities despite conflicting pressures and constraints

**Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation,

providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Executive Director People, Culture and Performance, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

### **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

### **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

### **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

### **Other Information:**

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

#### Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment