



## Position Description

<b>Position Title</b>	Early Childhood Key Worker - NDIS
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Team Leader NDIS Intake and Support Coordination
<b>Date of Job Description</b>	27/06/2024
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Part Time or Full Time
<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 part time or full time position. Work outside normal office hours may be required.

### Position Objectives

The Early Childhood Key Worker provides a single point of contact, through a transdisciplinary approach, for families of children (0-7 years of age) with NDIS plans, with required NDIS service provision. The EC Key Worker acts as the central contact between families, the Allied Health Team Therapists, other services in the Agency and providers in community.

The Early Childhood Key Worker will:

- Help families develop goals and a therapy plan specific to their child's developmental and support needs.
- Provide information, referrals and advice.
- Support families with strategies to use in everyday life.
- Provide a flexible, individualise and responsive service shaped by each child's changing needs.
- Build each family's capacity to advocate on their own behalf through understanding their rights and the rights of their children.

<ul style="list-style-type: none"> <li>• Include other specialist team members the Allied Health Team to work with families and their children using a team approach.</li> <li>• Advocate on the behalf of the family and support them in negotiating the NDIS system.</li> </ul>	
<b>Key Responsibilities &amp; Duties</b>	<b>Performance Expectations</b>
Build trusting and respectful relationships with families and their children.	Maintain regular contact with all members of the family to establish trusting relationships and provide emotional support; enabling and empowering the child, young person and their family to make decisions by helping families to build their confidence and be in control of the choices open to them.
Assist families to work from a strengths and competency based approach to identify and address their needs and goals and ensure their NDIS plan is reflective of both their family and child strengths and needs.	<p>Support families in making informed and evidence based decisions about their children’s strengths, needs.</p> <p>Support families to implement, monitor and evaluate their children’s NDIS plans.</p> <p>Partner with the family, team members, Agency professionals and community service providers to ensure a holistic, complementary and coordinated approach to supporting the family and their achievement of their child’s goals.</p> <p>Provide effective consultancy, advice and professional expertise to the family, the Allied Health Team and other service providers, related to your own professional discipline.</p> <p>Within your professional expertise, offer recommendations in regard to children’s development needs and provide suggested strategies to progress their development.</p> <p>Offer practical support; for example working together to effect strategies and suggestions made by other therapists.</p> <p>Advocating and acting on behalf of the family (when asked to) to ensure their voice is heard and needs understood.</p> <p>Mediating and reducing identified barriers that may form between families and other professionals and service providers.</p>
Provide information and specialist support to families as required and needed.	Provide information and specialist support to enable families to have a comprehensive understand and knowledge about their child’s developmental or disability condition, evidence based treatments and available supports and

	<p>services, in a format which they understand and can utilise.</p> <p>Support families to develop their knowledge and understanding of relevant health, child care, education and other community service systems, how to access relevant services and ensure they are working to meet the best interests of the family and their children.</p> <p>Make referrals into new services were required.</p> <p>Assist with setting up first contacts between a family and a service and sharing information with professionals.</p>
Coordination, planning and assessment.	<p>Promote strong communication between team members, Agency staff and other service providers and the family.</p> <p>Engage in and support a partnership approach, including planning and assessment processes that are inclusive of the family and all service providers in planning and assessment processes. This may also include organising multi-professional/agency meetings and attendance at NDIS plan review meetings.</p> <p>Support kinder/school transition obtaining and providing relevant reports and assessments, communicating with educators to advocate for the child needs and strengths.</p>
Maintain all written materials in a professional and confidential manner.	<p>Prepare and submit relevant reports and service data in a timely and accurate manner of a high standard.</p>
Build and sustain positive relationships with team members, stakeholders and clients.	<p>Attend /organise meetings as necessary to provide input to service provision.</p> <p>Build and maintain effective internal and external working relationships.</p>
Take personal responsibility for meeting objectives and progressing work.	<p>Demonstrate time management, planning and organisational skills to manage nominated cases.</p> <p>Contribute to strategic direction and action planning and implementation.</p> <p>Contribute to continuous development of a high quality service and contributes to service development initiatives.</p> <p>Achieving KPIs set by the organisation.</p>

To attend team meetings.	Active attendance and participation in meetings.
Participate in relevant training and workshops.	Continue to attend training relevant to the position. Represents the agency in relevant public and professional forums.
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.

**Qualifications and Experience:**

- The person employed will be expected to have previous relevant experience in the field and will be required to hold an accredited qualification relevant to the position at Degree Level or above. Including but not limited to; Allied Health Profession, Psychology, Social Work, or Early Childhood Education.
- 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 application addressing the following selection criteria:

- Current theory and practice in professional's discipline.
- Knowledge of Early Childhood Intervention Services' philosophy and practices.
- Knowledge of Typical and Atypical early childhood development.
- Understanding of the children's services system.
- Understanding of family dynamics and cross cultural perspectives.
- Capacity building approaches that develop collaboration, reflective and strengths based family centered practice.
- Ability to develop effective relationships with families, colleagues and other professionals.
- Highly developed verbal and written communication skills.
- Skilled in time management, planning and organisational skills.

## **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, Director Corporate Services, 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:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore 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.

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