

# Position Description

## Position Details:

Position Title:	Children, Youth and Family Support Specialist
Reports To:	Team Leader
Agreement:	Community and Residential Services Enterprise Agreement, Level 5
Group:	Children, Youth and Families
Team:	Operations
Staff Responsibility:	Indirect: Senior Support Coordinators Support Coordinators
Approval Date:	6 November 2023

## Organisation Overview:

Churches of Christ has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,800 staff and 1,000 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit [cofc.com.au](http://cofc.com.au) to learn more about us.

## Position Overview:

The Children, Youth and Family Support Specialist is responsible for delivering quality and culturally respectful support to children, youth and families and the provision of advice and professional development to staff.

The Children, Youth and Family Support Specialist contributes as an integral member of the Children, Youth and Families group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ.

## Position Responsibilities:

1. Plan, develop, facilitate and evaluate educational/therapeutic programs for children, youth and families; assist to develop work practices and procedures in compliance with legislation and frameworks.
2. Facilitate and complete intake processes; build rapport, assess individual children, youth and parental well-being and support needs, provide counselling, develop response plans, refer to targeted services for ongoing support.
3. Negotiate and coordinate case planning and support the integration of joint case management processes; maintain detailed and accurate client records
4. Network to form professional relationships and partnerships with key stakeholders.
5. Support staff by providing advice; plan and deliver training and professional development sessions.
6. Work sensitively with Aboriginal and Torres Strait Islander staff, children, young people, families and communities to provide culturally inclusive services and achieve sustainable outcomes

within a culturally safe environment with the aim of circumventing the intergenerational cycle of over-representation of Aboriginal and Torres Strait Islander children in care.

7. Work collaboratively with communities to keep children and families safe and perform position responsibilities in accordance with the Sanctuary Model of Care framework.

## **Organisational Accountabilities:**

### **Leadership**

1. Provide leadership of the team within area of responsibility; facilitate achievement of organisational strategies and delivery of high-quality services.
2. Responsibility for all aspects of workforce management of paid employees, volunteers and work-place experience students within area of responsibility.
3. Ensure associated legislative and external reporting requirements are met.
4. Shape the culture and morale of the workforce within area of responsibility and ensure a culture consistent with the organisation's mission and values.

### **General**

5. Work with the relevant manager to ensure policies and procedures are communicated to and implemented by staff; provide advice, reports and recommendations on matters for which the role is responsible; provide advice, reports and recommendations on relevant matters.
6. Ensure financial targets in areas of responsibility are met; comply with acquittal and funding agreement requirements and ensure corrective action is implemented.
7. Deliver a high standard of client service to all stakeholders; contribute to review, assessment and evaluation of service delivery and promote best practice; achieve key performance indicators for service level agreements, risk management, budgets and savings targets.
8. Support the team/group business plans and work collaboratively with key stakeholders to achieve objectives and strategies.
9. Advance Churches of Christ's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
10. Foster and promote a culture of zero harm in the workplace; ensure compliance with legislation and organisational policies and procedures; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
11. Assist the role owner of the organisation's quality management system within area of responsibility to ensure content and documentation is current, effective and compliant with legislative and regulatory requirements; manage and coordinate system changes and encourage a commitment to quality standards and continuous improvement.

### **Mission Focus**

12. Forward the mission and model the values of Churches of Christ in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

## Key Selection Criteria:

### SC1: Qualifications and Knowledge

Essential:

- Degree qualification in Social Work, Psychology, Social Sciences, Education or a related discipline.
- Applied knowledge and understanding of child protection and out-of-home care frameworks, including knowledge of the *Child Protection Act 1999*, or the ability to acquire.
- A good understanding of child development and trauma theory, to inform assessment and decision making.
- Current driver's licence.

### SC2: Experience

Essential:

- Two years' experience working with children, youth and families in statutory care, ideally within a multi-disciplinary team.
- Demonstrated knowledge of and experience working with children and families exhibiting complex and multiple support needs.
- Demonstrated experience in supporting young people from adolescence to adulthood.
- Experience in partnering with and ensuring the participation of Aboriginal and Torres Strait Islander staff, children, young people, families and communities that provide culturally responsive services to families and their connection that have achieved quality and sustainable outcomes.

Desirable:

- Participation in service quality improvement activities, including review and policy and procedure development.

### SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

### SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.
- Possess Child Safety and Personal History Screening Check (LCS) – or the ability to acquire - where the service and role provides care or support in a licensed care service.

### SC5: General

1. Proven leadership and management skills with the capacity to deliver results, support the team/group business plans, meet objectives and financial targets, inspire and motivate teams, and work across organisational boundaries to achieve shared goals.
2. Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
3. Well-developed problem solving, decision making and negotiation skills, and demonstrated ability to manage challenges of change and innovation.
4. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
5. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.