



Job Description & Selection Criteria

Family Support Worker

- TERM:** Fixed term Full Time (35 hours/5 days per week) until 31 Dec 2025 (possible extension to 30 Jan 2026*)
- *This position is connected to funding which may be recommissioned and provide opportunity to extend employment term until 30 Jan 2026.*
- ACCOUNTABILITY:** This position is accountable to the Direct Services Manager (line manager) and ultimately to the Chief Executive Officer and the Board. (Refer to organisational chart for more details)

OVERALL ROLE DESCRIPTION

The Family Support Worker position aims to build the capacity of families from Arabic speaking background by providing them with professional early intervention supports. This is achieved through integrated, strengths-based and family-centred approaches. Support is provided in both group settings and on an individual basis and is targeted specifically at vulnerable families with children aged 2 - 11 and young people 12 – 18 including those with more complex needs. The target areas of this position are Canterbury-Bankstown, Fairfield and Liverpool LGAs.

In all the ensuing tasks and duties, the Worker will:

- Work as part of the larger Arab Council Australia's team and within the parameters of Council's principles and policies.
- Adhere to Council's policies and procedures at all times including Privacy and Confidentiality policies.
- Consult with other members of the team and work under the direction of the line manager on achieving the aims and objectives of the service.
- Ensure an asset and strength-based approaches to service delivery, activities and programs.
- Report regularly as specified in Council's Policy and Procedures manual.

SPECIFIC DUTIES

The Family Support Worker's role is to:

- 1. Support parents in their parenting role either individually or in group settings and where appropriate, young people from client families**
 - 1.1 Provide casework, support, advice, advocacy, home visits and referrals to families of Arabic speaking background and provide appropriate information and support as needed.
 - 1.2 Where required, provide home visit supports to families with young children and work with them on achieving the goals they have set.

- 1.3 Provide counselling by qualified professionals to children, young people and /or families who have been assessed as needing counselling. This is done by referring clients to relevant specialist counselling services.
- 1.4 Support young people from client families and provide them with information, advice, advocacy, referral to other services and where appropriate assist them with their individual goals which may include providing them with life and social skills training etc.,
- 1.5 Involve parents in group sessions including structured parenting programs such as Triple P, parenting training/workshops, social groups or information sessions on a range of topics.
- 1.6 In line with identified issues, skills, talents and other assets, initiate, develop, implement and evaluate programs aimed at building family capacity.
- 1.7 Maintain and develop referral networks and links with relevant agencies, government departments, Arabic and other community groups to ensure that community issues are represented and followed up.
- 1.8 Maintain a duty of care towards young people and families with children at all times.

2. Work as part of the team and implement projects aimed at strengthening families

- 2.1 Assist other service staff in the development and implementation of the various initiatives and projects for families, children (2-11 years) and young people (12-18 years) in line with agreed workplans ensuring maximum participation and desired outcomes are achieved.
- 2.2 Maintain up to date information about issues Arabic speaking families face, taking into account their values, skills and resources to overcome current challenges and make recommendations on how these could be worked through.
- 2.3 Keep up to date with legislation changes which relate to the care and protection of children and follow up with other workers in the service.
- 2.4 Promote the services, activities and events provided for families by Council using all appropriate means e.g. attending other interagency meetings, information sessions, newsletters, website, pamphlets, media etc.
- 2.5 Develop a yearly work plan in conjunction with other service workers.
- 2.6 Perform other duties to ensure that the objectives of the service are achieved.

3. Maintain accurate data and records and undertake various administrative and other relevant duties

- 3.1 Maintain accurate clients' files and other records including appropriate assessment tools, service statistics and other relevant information so to facilitate ongoing planning, development and evaluation.
- 3.2 Participate and represent the Council in relevant networks, planning advisory forums and committees with the view of advocating on issues of relevance to the community.
- 3.3 Provide written progress and achievements reports as specified in the Council policies and procedure manual, and prepare other reports relevant to the project funding body.

- 3.4 In consultation with the line manager, develop funding submissions to further support Arabic speaking background families and in line with identified needs.
- 3.5 Address all other administrative requirements of the position including, correspondence (mail, faxes or emails), telephone, word processing etc.
- 3.6 Actively participate and provide practical assistance to Council's activities, services and events where required, when needed and requested, for example Annual General Meetings, International Women's Day, Open Days and other events etc.
- 3.7 Attend and participate in relevant and approved training, team meetings, staff appraisals and organisation's planning sessions as required.
- 3.8 Undertake other duties as required by the line manager and/or as decided by the Chief Executive Officer and the Board.

SELECTION CRITERIA

The Family Support Worker is someone who:

1. Has extensive experience in casework, case management and in providing support, referrals and follow up.
2. Has sound knowledge of issues affecting Arabic speaking background families including children and young people.
3. Can demonstrate experience in working with families, children and young people using strengths-based and family-centred approach, to achieve agreed outcomes.
4. Understanding of relevant legislations and how it relates to the care and protection of children.
5. Has highly developed communication (Arabic and English) and interpersonal skills including the ability to negotiate and advocate on behalf of families.
6. Can demonstrate community sector experience.
7. Has knowledge and experience in group processes and facilitation, especially with vulnerable families and young people.
8. Has experience in planning, implementing and evaluating parenting workshops, information sessions, trainings, projects etc relevant to families and young people.
9. Has sound understanding of networks and is able to utilise them effectively.
10. Is reliable, professional able to meet deadlines, work independently and participate as part of a team.

POSITION REQUIREMENTS

- a) Relevant tertiary qualifications.
- b) Current unrestricted Drivers Licence and access to a car.
- c) Is up to date with COVID-19 vaccinations.

- d) Provides a satisfactory Criminal History (police check) and Working With Children's Check.
- e) Has a positive, enthusiastic, reliable, professional and resourceful approach to work which is consistent with Council's principles and policies.
- f) Has very good computer skills including working knowledge of Microsoft Office software and client data management systems.

LOCATION

In addition to a number of outreach locations, Council provides services at:

- Suite 2, Level 2, 44-46 Mandarin Street
Fairfield East NSW 2165

This principal location for this position will be at Council's Fairfield East Office. Staff may also be directed by management to work remotely from home as determined by health restrictions and the situation on the ground.

SALARY AND EMPLOYMENT CONDITIONS

Overall employment conditions are as per the modern Social, Community, Home Care and Disability Services Industry (SCHCADS) Award.

The salary is paid fortnight and is at Level 4 up to Paypoint 4 of the SCHCADS Award (currently \$46.77/hr - \$50.32/hr depending on experience). Employer superannuation contribution, travel allowance, other relevant entitlements along with some above Award conditions also apply.

Attractive Salary Packaging benefits are available.

HOW TO APPLY:

Please refer to the "What You Need to Know When Lodging Your Job Application" document for more details and requirements.

Send your CV and a written application addressing the above competencies and outlining your experience, skills and capacity to fulfil this position by **9am Monday 24 February 2025** to:

The Chief Executive Officer
Arab Council Australia Inc.
info@arabcouncil.org.au

For more information, contact Hiba Ayache, Direct Services Unit Manager on: (02) 9709 4333 ext 1504.

Reviewed: February 2025