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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Family Support Worker
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Community Services Manager / Program Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Family Support Worker provides practical, emotional, and culturally safe support to Aboriginal and Torres Strait Islander families experiencing vulnerability, disadvantage, or crisis. This role supports families to strengthen their resilience, connection to culture, and ability to access and navigate services related to parenting, housing, health, education, family violence, AOD, and child safety.
MINIMUM SKILLS REQUIRED:	Understanding of family systems, early intervention, and child protection frameworks. Strong communication, advocacy, and community engagement skills

POSITION SUMMARY

This role supports families to maintain or regain safety, stability, and wellbeing. It focuses on strengthening parenting capacity, building cultural connection, improving access to services, and advocating for families across health, housing, education, legal and social services. The Family Support Worker works closely with internal teams and external partners to deliver coordinated and culturally responsive care.

RESPONSIBILITIES

Family Engagement and Case Support

- Build trusting relationships with Aboriginal and Torres Strait Islander families experiencing stress or vulnerability
- Undertake family strengths and needs assessments in a culturally safe and supportive manner
- Develop and implement family support plans in collaboration with families and relevant service providers
- Provide practical support with parenting, transport, appointments, food security, school engagement, budgeting and household routines
- Support parents/carers to access parenting programs, playgroups, men's/women's groups, and cultural healing programs

Crisis Response and Advocacy

- Provide early intervention and crisis support to families experiencing homelessness, DFV, AOD issues, or child safety concerns
- Advocate on behalf of families in meetings with health, housing, legal, education, or welfare agencies
- Support families to navigate Centrelink, NDIS, My Aged Care, and other systems
- Attend case conferences, court support, and care team meetings as required

Referral and Service Navigation

- Provide warm referrals to internal services (e.g. SEWB, AOD, medical, social work, youth programs)
- Liaise with external agencies such as Family & Community Services, Aboriginal Legal Services, and schools
- Maintain knowledge of local service networks and eligibility criteria

Cultural and Community Engagement

- Encourage family participation in cultural events, yarning circles, and community programs
- Support cultural identity, kinship care arrangements, and intergenerational connection
- Work respectfully with Elders, Traditional Owners, and community leaders

Teamwork and Communication

- Work collaboratively with multidisciplinary teams across clinical, SEWB, youth and family programs
- Participate in regular case review meetings, team meetings, reflective supervision, and interagency networks

- Maintain accurate case notes and documentation in line with organisational procedures
- Escalate complex concerns to relevant internal or external professionals (e.g. child protection, DV, housing)

Continuous Quality Improvement

- Participate in service planning, community consultations, and evaluation processes
- Identify service gaps or family needs and contribute ideas to program development
- Ensure client information is managed in accordance with privacy and confidentiality standards
- Engage in debriefing, reflective practice, and self-care strategies

MEETINGS

- Attend team meetings.
- Attend all-staff meetings
- Attend interagency, community or case planning meetings as required
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Family Engagement	≥85% of active families have up-to-date support plans
Cultural Safety	≥90% of families report feeling culturally safe and supported
Referral & Navigation	≥90% of eligible families are connected to services within 4 weeks
Meetings & Reporting	≥90% attendance at case reviews and accurate documentation compliance
Community Participation	Contribute to ≥3 community or cultural events annually

PROFESSIONAL DEVELOPMENT

- Attend mandatory and relevant training (e.g. child protection, trauma-informed practice, cultural safety)
- Participate in cultural supervision and reflective team practice
- Maintain up-to-date knowledge of social policies and family support frameworks
- Attend local community and interagency meetings to strengthen networks

ESSENTIAL SKILLS AND EXPERIENCE

- Experience working with Aboriginal and Torres Strait Islander families and communities
- Demonstrated understanding of child development, trauma, family violence, poverty, and systemic barriers

- Knowledge of local service systems and ability to support families to navigate these systems
- Strong interpersonal, problem-solving, and advocacy skills
- Cultural humility and commitment to self-determined, Aboriginal-led service delivery

MANDATORY REQUIRMENTS

- Certificate IV or higher in Community Services, Social Work, Youth Work, or related field (or working toward)
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Mental Health First Aid (or willing to obtain)
- Current CPR Certificate
- National Police Check
- Working With Children Check
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____