

Position Description

Position Title:	Family Services Project Officer
Program/Section and/or Portfolio:	Community Care, Family Services
Location:	4-6 Peel Street North, Ballarat. Travel to other locations will be required.
Reports To:	Senior Manager, Family Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

About CatholicCare Victoria

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Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About the Program/Section

CatholicCare Victoria's Family Services program incorporates teams based across the organization in:

- Ballarat
- Warrnambool
- Bendigo
- Mildura/Swan Hill
- Dandenong
- Footscray
- Melton

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The program incorporates Family Services, Adoption and Permanent Care, Kinship Care and the Family Preservation and Reunification Response.

Family Services programs work with families under increased pressure, in a collaborative way to identify goals and support positive change. The work ranges from parenting support to working intensively with families engaged with Child Protection where children have been placed in care or are at risk of placement away from families.

The Kinship Care program works with extended family members who are caring for children who are unable to live with their biological parents.

The Adoptions and Permanent Care Team works to place children with permanent families and provide assessment and support.

The CatholicCare Victoria Family Services program is largely funding by the Department of Families, Fairness and Housing with Adoptions funding by the Department of Justice and Community Safety.

Position Summary

The role of the Family Services Project Officer is to support the operationalisation of the Family Services Plan and engage in the development of the program. The Project Officer will support practitioners in their work with complex families in a system focused on becoming an evidence based learning system. The Project Officer will add value to the continuous improvement of the service system at the local and program wide level.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Provision	<ul style="list-style-type: none"> • The development of a consumer outcomes and feedback procedure • Participate in the Document Control Working Group and work with Managers and Team Leaders to ensure that relevant documents are reviewed and updated as required. • Collect monthly data and provide a report to Managers outlining progress towards targets. • Map out the various networks and alliances, including key contacts/stakeholders and develop a database which is kept up to date and available to Family Services Managers. • Develop a Program Manual for CatholicCare Victoria Family Services • Undertake other projects and tasks as required and agreed with the Senior Manager Family Services
Service Quality	<ul style="list-style-type: none"> • Maintain records and data and prepare reports as required by line management • Contribute to reporting requirements of the program in consultation with line management • Participate in evaluation processes with a focus on client outcomes, service responsiveness and flexibility • Undertake appropriate training and professional development to support the role • Engage in supervision with line management and participate accordingly • Participate in team, program and organisational meetings as required • Maintain a high level of professional standards

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Organisational Contribution	<ul style="list-style-type: none"> • Actively support CatholicCare Victoria vision, purpose and values • Positively and constructively represent the organisation to external stakeholders and the broader community • Promote an inclusive workplace and behave in a way that contributes to a workplace free of discrimination, harassment and bullying behaviour at all times • Operate within all CatholicCare Victoria policies, procedures and practice guidelines as well as relevant legislative requirements • Assist to ensure the health, safety and welfare of self and others working within the organisation by positively contributing to OH&S and Risk Management initiatives • Participate as a co-operative team member • Respect and support privacy and confidentiality agreements • Participate in supervision sessions • Support Continuous Quality Improvement in the organisation • Embrace and adapt to change
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The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Senior Manager, Family Services.

Position/s Reporting to Family Services Project Officer:

Not applicable.

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person’s acting with the Manager’s authority).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- Works under direction from the Senior Manager Family Services and other Family Services Managers at times.
- Works cooperatively with all employees.
- Develops a working relationship with all components of CatholicCare Victoria’s management and staffing structure.
- Works collaboratively with other programs within CatholicCare Victoria.

External Relationships:

- A range of stakeholders of the Community Care portfolio, including collaborating and support services not limited to: Department of Health and Department of Families, Fairness and Housing, health services, community health services and other community service organisations.

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Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

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Key Requirements

Qualifications and/or Training

1. Experience in a senior administrative role or project management/officer role and qualification relevant to the position.
2. Well-developed IT skills including working knowledge of Microsoft Office suite and windows operating environment and data entry skills.

Experience

3. Appropriate experience in delivering short term, targeted projects that meet program needs and expectations.
4. Demonstrated experience working in a similar role.
5. Ability to work both autonomously and within a team environment, with well-developed priority and time management skills.
6. Experience in the Family Services or child and family services sector is an advantage.

Knowledge, Skills and Attributes

7. Ability to develop and map out achievable project plans based on the program wide Operational Plan.
8. Ability to understand organisational policy and procedures and to develop projects with these in mind.
9. A focus on project outcomes.
10. Highly developed interpersonal, verbal and written communication skills, with the ability to liaise with people with complex health and social needs, specialist health and community services personnel and health and community service providers.

Child Safety

11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
12. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
13. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

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Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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