

FAMILY CONNECTIONS SUPPORT WORKER POSITION DESCRIPTION

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Date of Issue:	JAN 2020	Contact:	Clinical Practice Leader
Review Date:	MAR 2025	Approval:	Chief Executive Officer

1. Position Summary

The support worker is responsible for facilitating and supervising visits for children to spend time with family they do not live with, within the Family Connections Program, ensuring that the care provided meets the expectations of all regulatory & legislative bodies.

2. Safeguarding Children & Young People Statement

Kennerley is a Safeguarding Children organisation and has zero-tolerance towards abuse and neglect of children and young people. We uphold the rights of all children and young people to feel safe and be safe when participating in our organisation's activities, services, and programs. Kennerley is committed to ensuring children and young people are free from emotional or psychological harm, physical violence, sexual misconduct and offences, grooming, abuse, neglect, exploitation and bullying when accessing our programs and activities. Kennerley recognises that children in care are more vulnerable to abuse and its impact, due to their past experiences. Kennerley supports and implements the recommendations of both the Royal Commission into Institutional Child Abuse and the recommendations of the Commission of Inquiry into the Tasmanian Government's responses to child sexual abuse in institutional settings. It is paramount that history is not repeated, and children and young people are protected from harm. Kennerley has extensive measures in place and expects all personnel to support these measures and to demonstrate commitment to the importance of keeping children and young people safe.

3. Diversity & Inclusion Statement

Kennerley's Inclusion and Diversity strategy outlines the way Kennerley personnel work together with our priority populations to ensure that the rights of all children are reflected in our model of care, our partnerships, our workforce and our carer community, and that Kennerley delivers inclusive services for children, young people and families from diverse communities.

Kennerley is committed to providing an environment that ensures the rights of First Nations people to feel culturally safe, and promotes and respects diversity across all ages, races, genders, religion, social classes, political or other opinion, abilities, sexual orientation or ability to live at home. Kennerley does not tolerate discrimination.

4. Duties & Responsibilities

- Apply the principles of Kennerley's Model of Care across your professional activities.
- Understand and exercise your responsibilities and duties to keep children and young people safe pursuant to the *Child and Youth Safe Organisations Act 2023*, the *Children, Young Persons and Their Families Act (1997)* (and subsequent amendments), and Kennerley's Safeguarding

Children accreditation obligations.

- Promote and uphold each young person's rights in line with the Charter of Rights for Children and Young People in Out of Home care.
- Create and maintain professional relationships with children, young people and families, following relevant guidelines, in line with trauma-informed practice.
- Transport children to and from visits, ensuring that the appropriate car seats are used if needed. Supervise family visits to ensure the safety and well-being of children and young people.
- Responding to, and address concerns during visits in a professional manner that reflects the best interest of the child, is in line with trauma informed practice and relevant mandatory reporting legislation, as well as support and advocate for children and young people in a respectful manner.
- Coordinate program responsibilities to ensure Kennerley meets key performance indicators.
- Take responsibility for planning venues and activities for visits, communication and coordination with involved families, administration and case notes.
- Maintain accurate records in accordance with the Privacy Act 1988, the Australian Privacy Principles (APP's) and other associated Regulations when collecting and recording information. Complete case notes and record keeping activities in a timely manner
- Participate in shifts from between 3 and 7.5 hours. Hours of work vary between 8am to 7pm and may include weekend work.
- Participate in professional development and supervision opportunities to maintain high levels of skill and knowledge.
- Undertake other duties as required from time to time under the direction of the Program Coordinator or Clinical Practice Leader.

5. Compulsory Requirements

Drivers Licence

All Family Connections Support Workers must maintain a current active drivers licence to fulfill their duties. A Driving History Report, available through the ServiceTas website, must be provided prior to appointment and ongoing every six months to show ongoing Active Status.

Regulation of Care Checks

Prior to appointment, you must hold or complete the following Regulation Compliance checks. These checks must show an active status or receive a 'satisfactory' result, as assessed by the agency completing the check.

- Registration to Work with Vulnerable People (RWVP) – Active Status – Ongoing.
- National Police Certificate – Satisfactory Assessment – renewed every three years.
- Child Safety Check – Satisfactory Assessment – once off prior to appointment.

- ACF Safeguarding Children Online Accreditation – renewed every three years.

6. Key Performance Indicators

- Goals for each client are understood and recorded.
- Children are safe, relaxed, and settled before, during and after visits.
- All interactions and conversations are child focussed and appropriate.
- Children build a positive relationship with the parent/family member they do not live with.
- Staff have the skills required to intervene where necessary to ensure child-focussed visits.
- Observations of verbal and non-verbal behaviour and communication is documented and linked with evidence when making recommendations.
- Case notes are completed and recorded on the approved template on PULSE (Kennerley's intranet) within 3 working days of each visit.
- Financial billing tracking and measures are followed, and accounts are settled.
- All clients (including children, young people their families and carers) understand how to provide feedback and make a complaint.
- Feedback is recorded and integrated into program reviews
- Feedback is used to inform any decisions about changes to service delivery at an individual level.
- Each family is allocated a consistent support worker, wherever possible.

7. Selection Criteria

- A sound knowledge of childhood behaviours and the impact of trauma, abuse and neglect on children's brain development.
- Excellent verbal and written communication skills and the ability to influence positive outcomes for children and young people.
- A strong commitment to advocate on behalf of children.
- Capacity to negotiate and de-escalate conflict situations that may impact upon children during family visits.
- Demonstrated ability to develop and maintain positive and professional relationships with children and their families whilst upholding professional boundaries.
- Be proactive and demonstrate initiative and informed judgement while working both independently and within a team.

8. Delegated Authority

The Support Worker operates under general direction from the Family Connections Coordinator and Clinical Practice Leader and has delegated authority to undertake transport and supervision of

children and young people, whilst participating in visits with family members. This person is expected to exercise professional judgment and decision making within the scope of their delegated authority, demonstrate initiative when procedures or directions are not clearly defined and be able to plan, organise and manage their own work.

9. Direct Reports

Nil

9. Documentation

Position Information	
Business Unit:	Family Connections Program
Position Reports to:	Family Connections Coordinator
Employment Type:	Casual
Award	SCHADS Award – Social & Community Services
Classification:	Level 3 Band 1

Documents Relating to this Policy	
Safeguarding Children & Young People Policy	GOVXX
Safeguarding Children & Young People Policy Agreement	GOVXXA
Therapeutic Care Coordinator Position Description	HRXX
Confidentiality Policy / Agreement	GOVXX / GOVXXA
SCHADS Award	https://awards.fairwork.gov.au/MA000100.html
Pulse	https://kennerleykids.sharepoint.com/

Review & Approval of this Policy		
Frequency	Contact	Approval
3 years	Clinical Practice Leader	Chief Executive Officer

Version Control			
Version	Date Reviewed	Date Approved	Details of Revision
V1		Jan 2020	New Position description
V2	Mar 2025	Mar 2025	PD content & format aligned to KCH standards.

Authorisation
Chief Executive Officer