

**POSITION DESCRIPTION – Family Support Services Facilitation/Family Worker****Part 1 – Expectations for Your Role**

Position	Facilitation / Family Worker
Service / Program	Child, Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader
Effective Date	August 2025

About the Access to Early Learning (AEL)

The Access to Early Learning (AEL) position aims to increase participation in kindergarten by children experiencing vulnerability. It is distinguished primarily by its outreach services, a dedicated facilitator who visits each family weekly, building relationships with parents that encourage effective in-home learning and a child's enrolment and sustained engagement in kindergarten.

The AEL facilitator also fosters important connection and collaboration between the family, the early childhood education and care (ECEC) service and its educators, and other services.

Key Deliverables

- Match family's children to kindergarten service supporting the engagement and ongoing participation by addressing structural, relational and educational barriers.
- Engage with families in their home and other places of connection to them with a focus on enabling 3 and 4-year-old children attend kindergarten.
- Provide individualised family support to help sustain and support children's participation in early learning. This may include building capacity of parents to support their child's ongoing engagement, strengthening the home learning environment, linking the family into other supports, addressing relationship issues and family violence, and liaising with Child Protection and other services where there are child safety concerns
- Maintain ongoing child risk assessment and safety planning.
- Monitor each child's learning and development at the Early Childhood Education and Care (ECEC) using established tools.
- Collaborate with Early childhood educators in kindergartens and long day childcare centres to support the educational objectives.
- Establish a case conference or kindergarten support group schedule of meetings for each family at least quarterly. The purpose of the meetings is to monitor the family and child's engagement and identify additional supports required.
- Build capacity in the local service system, including providing mentoring for educators supporting children.
- Arrange professional development activities for early childhood educators in the Knox and Yarra ranges municipalities by delegation of the AEL Governance Group.
- Participate in the AEL Governance Group meetings bi-monthly.
- Collaborate with MCH nurses and support assessments by MCH.



- Provide reports to DET quarterly as required.
- Maintain client documentation, and ensure case notes and forms are compliant with the client Record Management.
- Provides quality services which are safe, accessible, effective, person-centred and connected.
- Contribute to a workplace environment which supports peers and develops teamwork.
- Participant in monthly supervision and team meeting when required.

Skills

High level of communication, both written and oral, including presentation, liaison and networking skills.

Experience and Knowledge

- Demonstrated experience working with and empowering families experiencing vulnerability
- Demonstrated understanding of early childhood development
- Demonstrated understanding of Early Childhood Education and family support service systems
- Demonstrated understanding and/or experience with trauma informed practice that is required for assisting families experiencing vulnerability, particularly those who are known to child protection, has a child or parent with an intellectual or physical disability, impacted by family violence, mental health, sexual assault or substance abuse
- Demonstrated understanding and expertise in relational practice, strength-based practice and family-centred practice
- Demonstrated experience and understanding of the Victorian Early Years Development and Learning Framework (VEYLDF) and The Best Interests Practice Framework
- Demonstrated ability to prioritise and manage complex caseloads, work safely with minimal supervision and provide timely service delivery
- Experience in working within and across multidisciplinary teams and multiple locations
- A strong commitment to quality client service provision, excellence and innovation in work practices
- Understanding of cultural issues in working with diverse communities including Indigenous, LGBTIQ and CALD communities, and experience working with interpreters

Qualification/Registrations/Licences

- Holds a minimum a tertiary qualification in Social Work (or Equivalent) and/or early childhood education and development and/or at least 5 years' experience in the delivery of support services to families and children, preferably in a multidisciplinary environment
- Current state-based driver's license

Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.
- Ability of work after hours as required



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.