



POSITION DESCRIPTION - Family Support Specialist

Part 1 – Expectations for Your Role

Position	Family Support Specialist
Service / Program	Early Childhood Approach
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 2
Reports to	Regional Lead
Effective Date	March 2025

Key Deliverables

- **Ongoing Monitoring:** Families receive regular phone and check-ins to monitor NDIS plan effectiveness and progress toward their child's goals.
- **Plan Reassessments:** Scheduled plan reassessments are conducted via face-to-face or telehealth meetings as requested.
- **Empowered Families:** Families are empowered to effectively implement and manage their NDIS plan, maximising available supports and outcomes.
- **Goal Development:** Individualised goals and supports are collaboratively developed based on family priorities.
- **Support Review:** Families engage in discussions about their current supports and the outcomes achieved.
- **Guidance on NDIS Supports:** Families receive guidance on Reasonable and Necessary supports within the NDIS framework.
- **Administrative Accuracy:** All administrative and data entry tasks related to plan reassessments and plan implementations are completed accurately and submitted on time.
- **Community Connections:** Families are connected with appropriate community and mainstream services tailored to their child's needs.
- **Informed Decision-Making:** Families feel supported, informed, and confident in navigating the NDIS system.
- **Relationship Building:** Strong and trusting relationships are established and maintained with families, service providers, and community organisations.
- **Professional Communication:** Challenging conversations with families are managed with professionalism and empathy, resulting in positive outcomes.
- **Record-Keeping:** Accurate and up-to-date records of family interactions and case activities are maintained.
- **Effective IT Utilisation:** IT systems and databases are effectively utilised to manage case activities and upload documentation.
- **Eligibility Reassessments:** Eligibility reassessment discussions are completed, and all necessary cases and administrative requirements are submitted within the specified timeframe.

Skills

- **Exceptional Service:** Exceptional customer service skills and a family-centred approach.
- **Family Support:** Ability to support and guide families with warmth and professionalism.
- **Clear Communication:** Excellent written and verbal communication skills, including the ability to simplify complex information.



- **Empathetic Conversations:** Ability to navigate difficult and emotionally challenging conversations with empathy and professionalism.
- **Problem-Solving:** Strong problem-solving skills and adaptability to changing family needs.
- **Tech Proficiency:** Proficient at using data management systems, online portals, and digital communication tools, including telehealth.
- **Adaptability:** Ability to work in a fast-paced, changing environment with competing priorities and KPIs.
- **Organisation & Accuracy:** Strong organisational skills and attention to detail in managing administrative tasks.
- **Commitment to Inclusion:** Commitment to improving outcomes for children with disabilities and developmental delays.
- **Relationship Building:** Ability to build rapport and develop respectful relationships with families and children from diverse backgrounds.

Qualification/Registrations/Licences (*Mandatory only*)

- **Relevant Experience:** Experience in early childhood education and care, administration, and customer experience.
- **NDIS Knowledge:** Basic knowledge of the National Disability Insurance Scheme.
- **Compliance:** NDIS onboarding documents are cleared before commencement.

Physical Requirements Below are examples relating to physical requirements

- **Office Environment:** Ability to sit for extended periods (7-8 hours per day) and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 3 kg (e.g., laptops or office supplies).
- **Stairs:** Ability to walk up stairs.
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.



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

An Each employee is responsible for:

- 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.