

**POSITION DESCRIPTION - Integrated Family Support Worker****Part 1 – Expectations for Your Role**

Position	Integrated Family Support 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- Children & Family Violence Supports
Effective Date	November 2025

Key Deliverables

- Provide assessments, support and case management for families referred from The Orange Door with a range of complex issues such as family violence, mental health and drug and alcohol issues, parenting, intergenerational trauma, parenting, grief and loss.
- Support families to identify goals and develop a care plan which will be reviewed at regular intervals.
- Undertake adult and child focused continuous risk assessment and safety planning with mindfulness to family violence, mental health and drug and alcohol misuse.
- Consult with Community Based Child Protection workers when appropriate.
- Participate in the FVISS, CISS and MARAM Framework with other Information Sharing entities to promote the safety and wellbeing of children.
- Integrate services by collaborating within the team, the program, and broader EACH services.
- Provide secondary consultations to both internal and external service providers.
- Advocate and facilitate other referrals for families as required.
- Provide outreach support to places where the family may engage. This may include support for keeping appointments with other agencies or professionals involved with the family such as Centrelink, Housing services or DFFH.
- Comply with Each Client Record Management Systems Policies and Procedures and the Alliance requirements including assessment forms and care plans, case notes, any other client documentation, client appointments, administration data and timeframes and funding requirements.
- Work within EACH's policies and procedures including WH&S, Privacy & Confidentiality, Rights & Responsibilities and relevant quality and service standards.
- Participate in a culture of quality and innovation, ensuring alignment with Each's existing quality improvement and accreditation systems.
- Attend and participate in all team, program, supervision and relevant network meetings.
- Commitment to ongoing commitment to professional development.

Skills

- Proven ability to engage teams, drive change, influence outcomes, problem-solving and decision-making.
- Proven commitment to quality service provision, excellence and innovation in work practices.
- Excellent written and verbal communication, including report writing, conference/workshop presentations, liaison and networking skills.



Experience and Knowledge

- Demonstrated understanding and experience working with vulnerable children and their families, particularly those who have been subjected to family violence, mental health and substance misuse.
- Demonstrated ability to prioritise and manage complex caseloads.
- Demonstrated ability to work co-operatively and effectively with a multidisciplinary team and to work independently.
- Demonstrated evidence of time management skills.
- Experience in working within and across multidisciplinary teams.
- An understanding of Early Childhood Development.
- Experience working with individuals and/or families from Culturally and Linguistically Diverse (CALD) backgrounds, Aboriginal and Torres Strait Islander families and other minority groups including GLBTIQ communities.
- A strong commitment to quality client service provision, excellence, and innovation in work practices.

Qualification/Registrations/Licences (*Mandatory only*)

- Holds a minimum of a tertiary qualification in Social Work (or Equivalent) 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.
- Highly regarded Qualifications and/or Certifications- MARAM training

Physical Requirements

- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations.
- **After Hours and Outreach:** Ability to work after hours and outreach based on program needs.



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.