

APPLICATION INFORMATION PACKAGE

Mossman Support Services (MSS) is a not-for-profit regional community organisation providing services, programs and activities for people in the Douglas Shire. The staff and volunteers of MSS strive to build a community that cares and supports the vulnerable and disadvantaged, by providing services for those in need. We work to remove barriers to opportunity and social inclusion and improve the quality of life for individuals in our community.

We have a holistic, person-centred approach to caring for individuals that enables us to deliver services that provide effective solutions to each person based on their individual needs. We respond to individual circumstance and engage service users in their support planning to enable positive outcomes to be achieved.

We are currently seeking applicants to fill a part time role as a Family Support Practitioner (IFSP). The hours of work will be 22.5 hours per week, with an established IFSP working on the other days and one overlapping day.

These positions are subject to continued funding and compliance with the sub-contract with ACT for Kids.

This package contains the following information to assist you with an application for:

Intensive Family Support Worker

1. General Conditions of Employment
2. Position Description
3. Selection Criteria

Applicants are requested to include the following in their application:

- (a) A cover letter stating the position you are applying for and what attracted you to this position.
- (b) Current Resume
- (c) Referees. Please provide at least three (3) recent work related referees who we can contact.

Application can be submitted by:

Email: manager@dscsa.org.au

In Person: Lifestyle Support Services, 20 Mill St, Mossman.

Post: Manager

Mossman Support Services

PO Box 682 MOSSMAN QLD 4873

Applications close 4.00pm Thursday September 14th 2023.

Family Support Practitioner – (IFSP)

PURPOSE

The Family Support Practitioner (IFS) will assist vulnerable families to address complex needs and build their capacity to safely care for and protect their children.

This position will contribute to Mossman Support Services development of service delivery in response to new and emerging Queensland Government initiatives aimed at ensuring vulnerable families have access to intervention services that help maintain the family unit.

Mossman Support Services will be delivering this funded service in partnership with ACT for Kids Cairns.

ACCOUNTABILITY

To the Manager of Mossman Support Services

SALARY AND CONDITIONS

Part time –

HOURS OF WORK: 22.5 hours per week

SALARY: Level 4.1 SCHADS Award
+ Salary sacrificing benefits available

PLACE OF WORK: 20 – 22 Mill St MOSSMAN QLD

Flexible hours of service provision with families, including evenings, early mornings and weekends will be occasionally required for engagement and as determined by case plans.

Time off in Lieu (TOIL) arrangements apply for hours worked outside of nominated hours.

The position is based at Mossman Support Services and will include regular travel throughout the Douglas Shire and if demand is below agreed hours, Cairns Northern Beaches to meet client and organisational needs. There will be additional travel requirements for training and professional development as required or determined.

Position Description Family Support Practitioner - IFS

Organisation:	Douglas Shire Community Service Association Ltd T/A Mossman Support Services
Employer:	DSCSA Ltd (T/A Mossman Support Services) Board of Directors
Employer's Location:	20 Mill Street, Mossman 4873
Funding Body:	Department of Communities, Child Safety and Disability & Act for Kids
Position Title:	Family Support Practitioner – IFS (FSP-IFS)
Reports To:	Manager
Remuneration:	SCHADS Award level 4.1
Position:	Permanent part time, subject to funding by Act for Kids

POSITION SUMMARY:

The Family Support Practitioner - IFSP will assist vulnerable families to address complex needs and build their capacity to safely care for and protect their children.

The IFSP will use sustained engagement, intensive case management frameworks and in-home practical support to enable families, at risk of entering the child protection system, to become stronger, capable and more resilient.

This position will contribute to Mossman Support Services development of service delivery in response Queensland Government initiatives aimed at ensuring vulnerable families have access to intervention services that maintain the family unit.

Mossman Support Services will be delivering service in partnership with ACT for Kids Cairns. The position is based at the Mossman Support Services, 20 Mill Street Mossman and involves travel within the Douglas Shire and Cairns.

This job is all about...

- Delivering an outreach model of family case-management programs to families, caregivers, children and young people.
- Facilitating social learning, community connectedness, good health and well-being.
- Working with other professionals and agencies utilising an ecological model.
- Engaging families, obtaining consent and developing a case plan in conjunction with the family and which addresses unmet needs and child protection concerns.
- Working collaboratively with other professionals and agencies to ensure families goals are achieved.

Key responsibilities

- Maintain a regular case load of client families.
- Regularly attend and participate in case reviews.
- Work collaboratively with colleagues and other service providers.
- Maintain your professional skills and meet our operational procedures.
- Build and maintain service level relationships with government and NGOs.
- Provide timely, quality reports to management.
- Maintain accurate, up-to-date data entry records in required databases.
- Comply with policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results
- Ensure behaviour during all work interactions is aligned to the values of Mossman Support Services

About you

Qualifications

- A tertiary degree in a relevant discipline (allied health, social work, human services).

Skills and experience

- At least 2 years' experience providing case-management and therapeutic services to families, caregivers, young people and children in a child protection framework.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- An understanding of current child protection legislation and policy reforms.
- An ability to work collaboratively as part of a team.
- Well-developed communication, problem solving and interpersonal skills.
- Excellent IT skills in electronic database entry of case management information and using standard Microsoft Office applications including Microsoft Outlook or similar.
- Excellent time management skills in maintaining a case load of clients, including timely record keeping and database entry, as well as meeting clinical supervision and other job requirements
- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration) or exemption based on professional qualifications and registration.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.
 - Possession of an open driver's license
 - Combined Workers Screening Check

Time Management

- Manage your own time, set priorities, plan and organise your own quality work to achieve specific objectives.
- Take responsibility for your own work outcomes and assist others to understand the role and responsibilities.
- Provide flexible hours of service provision with families, including evening, early mornings and weekends as determined by case plans.

Organisational

- Build a positive team environment through demonstration of high work ethic, good communication and interpersonal skills;
- Model appropriate conflict resolution, communication and positive behaviour management skills;
- Ensure the security of Mossman Support Services physical property, intellectual property, personal information and assets;
- Comply with all Mossman Support Services WH&S policies and to take reasonable care of own health and safety and that of other personnel who may be affected by your actions;
- Provide monthly reports and attend monthly MSS Board meetings.

ADDITIONAL ATTRIBUTES

- Professionalism to understand organisational structure and culture and act appropriately in the execution of duties;
- Honesty and Integrity to behave in an honest and trustworthy manner;
- Confidentiality to ensure the security of all Mossman Support Services intellectual property and information;
- Flexibility to adapt and adjust plans to meet new priorities.

NOTE: *Statements included in this description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The Family Support Practitioner (IFS) is required to carry out all duties in accordance with the Mission Statement and the policies and procedures of Mossman Support Services, and to act at all times with integrity and professionalism.*