

## Position description

---

<b>Title</b>	<b>Family Services Case Manager - Parents Under Pressure (PuP)</b>
<b>Reports to</b>	Team Leader Family Services
<b>Classification &amp; Salary</b>	SCHCADS Level 6.1 (plus super and salary packaging)
<b>Employment Status</b>	Part time (0.8 FTE), Fixed Term Contract (Until June 2022)
<b>Primary Location</b>	Mornington
<b>Date</b>	September 2021

---

### **Good Shepherd Australia New Zealand (GSANZ)**

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

---

### **Role Purpose**

The Family Services Case Manager Parents Under Pressure (PUP) will work within the Mornington Peninsula Integrated Family Services (IFS) team. The IFS team promotes the healthy functioning of children, young people and families through a range of educational, developmental, social and support services.

The team assists and supports parents to develop, maintain and strengthen the safety, stability, development and wellbeing of their children and family. The IFS team is part of the Bayside Peninsula IFS Alliance, a partnership between IFS agencies across the catchment and receives referrals from The Orange Door BPA.

This role will have a focus on engaging with fathers wherever possible, requiring flexible working hours that may include some after hours and/or weekends, to ensure that a fathers' support needs can be accommodated and tailored to meet the family's needs. (penalty rates apply)

PUP is an evidenced based approach developed by Griffith University, Brisbane, that will be utilised to strengthen parents' skills and confidence in their parenting role.

---

---

## **Key Responsibilities**

- Strengthen parenting competencies and confidence
- Support families to develop coping strategies to manage with life transition times
- Enhance the wellbeing of children, young people and their families
- Prevent child abuse and neglect

---

## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

---

### **Qualifications, Experience and Mandatory Requirements**

- A relevant tertiary qualification in social work, psychology, or welfare studies at a degree level
- Hold a current PUP Parents Under Pressure accreditation (Practitioner level)
- A satisfactory Police Check
- A current Working with Children's Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**The above requirements will need to be supplied and verified prior to commencement**

---

### **Key Selection Criteria**

1. Demonstrated experience in case management and casework, including the ability to conduct ongoing assessments and make recommendations on service response to develop parenting capacity
  2. Demonstrated experience in working with fathers to assist them in their parenting role
  3. Demonstrated experience working from a competency/strengths-based solution focused framework with families and individuals presenting with complex needs and behaviors (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or indigenous backgrounds
  4. Demonstrated experience in facilitating parenting programs and/or group work with fathers, children, young people and families
  5. Demonstrated knowledge and understanding of working within the 'Best Interest Case Practice Model'
  6. Can work independently and autonomously
  7. Excellent organisational, interpersonal and communication skills
- 

### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

---

---

## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.