



Our Vision	All children have the best start in life
Our Role	Partnering with families and communities to enable children to thrive
Our Values	Listen , understand and learn Embrace cultures, communities and families Celebrate unique strengths and experiences Inspire each other to grow and thrive Nurture kindness and the joy of play Strive to deliver the best outcomes and care

1. Introduction

QEC is proud to be Victoria's largest provider of residential and community-based early parenting services.

Formed in 1917, QEC is also a public hospital and community service organisation. We are passionate about supporting families to grow, parents to blossom and children to thrive.

QEC delivers a variety of services and support programs to families with young children (aged from newborn to 4 years of age) in partnership with government and not for profit partners.

QEC promotes the safety, wellbeing and inclusion of all children. Many families experience various challenges that, from time to time, may impact on their ability to nurture and support the growth and development of their young children. QEC offers a community of support to families if and when we are needed.

QEC programs are research-informed and tailored to meet the unique needs of each family. Our work equips families to best nurture, protect and enhance their children's safety, health and development.

QEC's multidisciplinary team of experienced professionals are committed to partnering with families to achieve the best outcomes for children. Our team includes Maternal and Child Health, Paediatric, Mental Health and General Nurses, a Medical Practitioner, Midwives, Psychologists, Social Workers, and Early Parenting Practitioners.

With service locations based at Noble Park, Wodonga, Preston, Dandenong South, Morwell and Bairnsdale, QEC are committed to providing services that are accessible to families across Victoria.

We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands on which we walk, live and raise our children. We pay our respects to traditional owners past, present and future and acknowledge the importance of children being raised with connections to culture, community and family.



2. Position Profile

Position Objective

The Clinical Coordinator is responsible for delivering high quality care and support for children and families engaged in home based and community programs.

The Clinical Coordinator works competently within their scope of practice to deliver safe, evidence informed, person-centred care to achieve optimal outcomes for all children. The Clinical Coordinator will work collaboratively with QEC employees, Managers and external stakeholders to provide exceptional service delivery to families experiencing vulnerability in line with QEC's Model of Care and Practice Framework.

Position Details

Location	QEC Gippsland/SMR
Hours	Part time or Full Time
Agreement	Nurses and Midwives (Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2024 - 2028 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification	AHP1 Grade 2 or equivalent
Reports to	Program Coordinator/Manager (depending upon program)
Supervises	No direct reports
Internal Liaisons	QEC clinical teams and relevant committees QEC employees
External Liaisons	Families Department of Families Fairness and Housing Service Partners Maternal and Child Health & Other key stakeholders



3. QEC Programs

QEC provide a variety of programs to families across Victoria, from our Residential and Community Sites.

Parenting Assessment and Skill Development Service (PASDS) residential

PASDS is provided to families with children aged under 4 years at high risk of harm, who are referred by the DFFH Child Protection service. The program is operated in accordance with specific protocols that provide a framework for assessment of parenting capacity, and planned interventions to support and develop parenting skills. A residential program (based at the Noble Park Site) will run for 10 days.

PASDS home based

A community-based program run in the home and is based on hours of service deliver that a family requires to meet their circumstances, as per paragraph above. Location of Community Based PASDS Services:

- Southern Region program (operates from QEC Dandenong Sth site)
- North and West Region program (operates QEC from Preston site)
- Gippsland Region program (operates from QEC Morwell and Bairnsdale sites)
- Hume Region program (operates from QEC Wodonga site)

Residential Program

The Residential Program offers an intensive style of support and care for families who are experiencing a range of difficulties with their young children aged from birth until prior to turning 4 years of age. The residential stay can be 2 night/ 4 nights or 4-night telehealth. Families are provided with practical support, education and advice whilst staying at QEC.

Individual Child and Family Support Programs

The Individual Family and Child Support Programs provide families with home-based parenting support for fixed periods: 10 hours, 40 hours or 110 hours.

Location of Individual Family and Child Support Programs:

- Gippsland Region program (operates from QEC Morwell)
- Hume Region program (operates from QEC Wodonga)

**Day Stay, Play Steps, Assessment and Intake**

The Day Stay program offers families with young children aged from birth until prior to turning 4 years of age, support and education to deal with sleep and settling issues. Offered as full day admission

The Play Steps program is an evidence-based program facilitated in a group setting. Focussing on parent child relationship. Play steps is run for in 8-week cycles.

Specialised Interventions - Stronger Families

Specialised Interventions - Stronger Families is an intensive home visiting program targeting families with children under 4 years of age families referred to this program are enrolled in a family preservation and unification response program with QEC or a partner agency.

Location of Specialist Interventions - Stronger Families:

- Southern Region program (operates from QEC Dandenong Sth site)
- North and West Region program (operates QEC from Preston site)
- Gippsland Region program (operates from QEC Morwell and Bairnsdale sites)

Family Preservation and Reunification Response (FPRR)

FPRR is an intensive 240-hour home visiting program targeting families with children involved with the Child Protection system, from birth to 5 years of age (including children subject to an unborn report).

The FPRR model is an integrated and evidence-informed approach supporting children and families in partnership with Child Protection to: Keep children safely at home, prevent children and young people entering care services and support children and young people currently in care to safely reunify with their family.



4. Key Accountabilities

Position Objectives

1. Effectively implements the Home Based QEC program, including but not limited to:
 - Reviewing referrals for eligibility; pre-admission interviews; discharge planning and referrals and recommendations to ongoing supports where required;
 - Delivering high quality, direct service delivery of parenting support and education in partnership with families, within the family home or community;
 - Ability to make decisions regarding case direction and risk management in line with current legislation and QEC policy and procedures;
 - Liaise with QEC colleagues, DFFH Child Protection, family support agency staff and other stakeholders as necessary;
2. Clear and effective communication, including:
 - Preparing reports, correspondence and presentations in a timely manner as requested by QEC management;
 - Preparing comprehensive and defensible evidenced-informed parenting capacity reports for DFFH within required timelines;
 - Providing clear, objective evidence in the Children's Court as required.
3. Ensuring high quality and safe care, including:
 - Participate in the collection and analysis of data to identify trends and systemic issues which may impact service delivery;
 - Actively participate in risk management processes;
 - Work in partnership with all Clinical Coordinators and other QEC employees to support workloads and leave cover;
 - Attend and represent QEC at external meetings as required;
 - Undertake home visits with families to enhance the quality of service delivery;
 - Actively participate in quality and risk management processes including accreditation requirements;
 - Membership of key QEC clinical working groups including (but not limited to) Infection Prevention and Control and Clinical Governance;
 - Working in accordance with QEC Model of Care, Practice Framework, policies, and procedures.
 - Meet all mandatory training requirements.



5. Key Selection

Essential Criteria

- A tertiary qualification in Nursing, Social Work, Mental Health, Psychology or equivalent.
- **OR** Minimum of Diploma level tertiary qualification in community services, welfare/social work, nursing, early childhood education
- **AND** extensive industry experience
- Demonstrated experience working with families experiencing multiple vulnerabilities.
- Theoretical understanding of child and family health, wellbeing, safety and development.
- Experience in implementing an evidence informed approach to promote positive outcomes for children and families.
- Understanding of the legislative requirements and guidelines that underpin the Child and Family Service system.
- Ability to recognise and address workforce practice knowledge gaps through a partnership approach
- AHPRA Registration as relevant
- Current Working with Children Check
- Consent to undertake National Police Record Check
- Current Australian Work Rights
- Evidence of up-to-date immunisation schedule
- Evidence of current immunisation status
- Current Victorian Driver's License
- Excellent written and verbal communication skills, and able to adapt style to a range of audiences.
- High level organisational and prioritising skills. High level attention to detail
- Aptitude for navigating new software
- Proactive problem-solving skills

Desirable Criteria

- Experience working in a health or welfare sector environment highly desirable
- Experience working in a home-based program
- Demonstrated leadership experience



Personal Attributes

- **Integrity** - Operates in a manner that is consistent with the organisation's code of conduct. Builds trust through consistent actions, values and communication. Treats all sensitive information with utmost confidentiality.
- **Relationship Building and Collaboration** - Establishes and maintains positive work relationships, promotes consensus through diplomatic handling of agreements, forges useful partnerships with people, builds trust through consistent actions, values and communication.
- **Organisational and Time Management Skills** - Reliable and punctual. Manages own work time effectively and prioritises work tasks, seeking advice when needed.
- **Empathy and Cultural Awareness** - Communicates well with, relates to and sees issues from the perspective of people from a diverse range of culture and backgrounds. Respect and value the traditional owners.
- **Customer Service** - Consistent polite, friendly, professional presentation. Treats others with dignity and respect at all times. Takes responsibility for own workload and promptly escalates any concerns or issues.
- **Conceptual and Analytical Ability** - Uses analytical and conceptual skills to reason through problems.



6. Other Information

- At QEC, we are committed to providing a safe and supportive environment for children and we adhere to the Child Safe Standards
- The Victorian Public Sector Code of Conduct and all QEC policies and procedures apply to our employment at QEC
- It is important to us that all people (employees, client families, visitors and all others) feel a sense of belonging, safety and acceptance at QEC. We welcome and embrace the valued diversity we all bring to our organisation, and do not tolerate any form of discrimination, violence, bullying or harassment at QEC.
- QEC are committed to the safety and wellbeing of client families and employees. We are a smoke free workplace and require health care worker immunisation - important to keeping us all healthy and safe.
- A pre-employment medical assessment may be required upon request
- QEC closes for the period over Christmas/New Year to provide our teams with a well-earned break. It is a requirement that all relevant employees take annual leave during this period

Employee Position Declaration

I have read and understand the requirements and expectations of this Position Description.

I understand that the information and statements in this Position Description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Manager Signature: _____

Print Name _____

Date: _____