

<b>Our Vision</b>	All children have the best start in life
<b>Our Role</b>	Partnering with families and communities to enable children to thrive
<b>Our Values</b>	<b>Listen</b> , understand and learn <b>Embrace</b> cultures, communities and families <b>Celebrate</b> unique strengths and experiences <b>Inspire</b> each other to grow and thrive <b>Nurture</b> kindness and the joy of play <b>Strive</b> 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, Mentone, Wodonga, Preston, Dandenong, Morwell and Bairnsdale, QEC are committed to providing services that are accessible to families across Victoria.

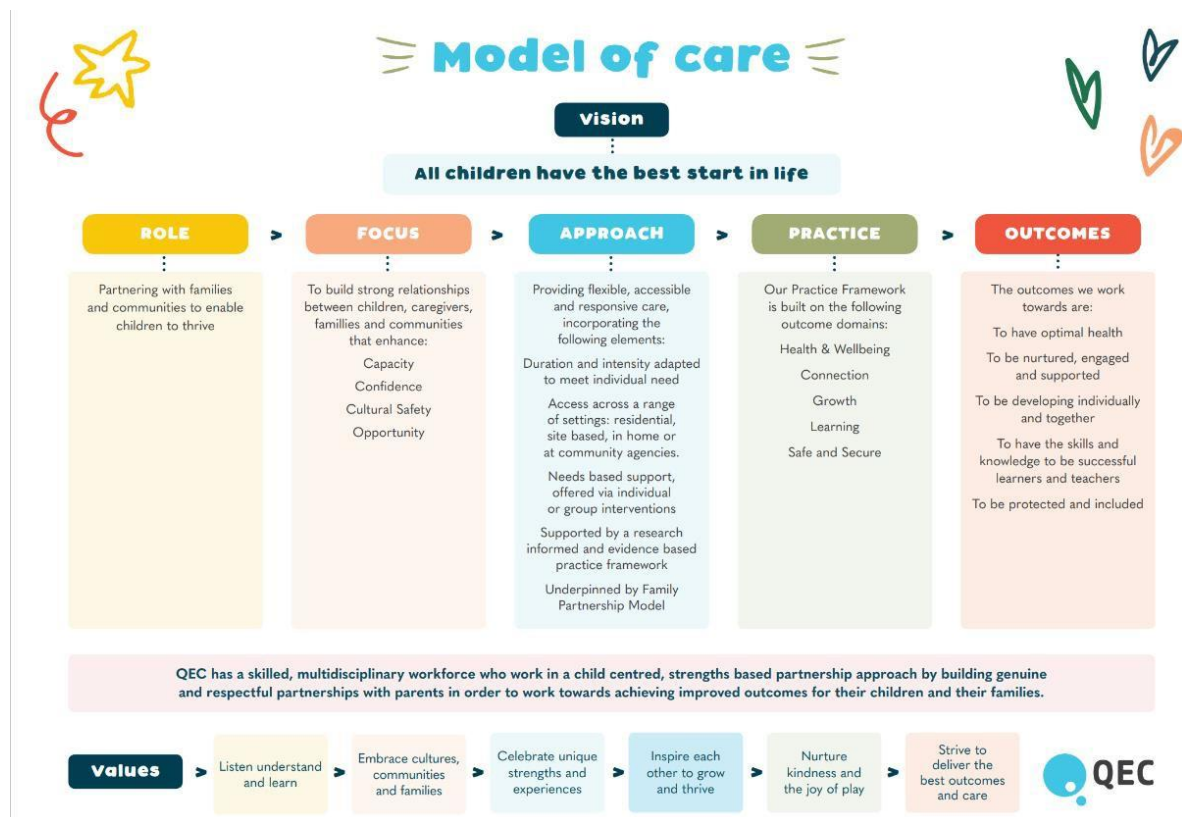
We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands on which we walk, live and raise our children. We pay our respects to traditional owners past, present and future and acknowledge the importance of children being raised with connections to culture,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



## 2. Position Profile

### Position Objective

Reporting to the Team Manager/Coordinator the QEC Case Worker is recognised as an integral member of the multidisciplinary team, experienced in working in alignment with QEC's Model of care, QEC's Clinical Practice Framework and the Best Interests Case Practice Model. The Caseworker role will work across various programs offered by QEC as directed by the Team Manager/Leader.




**Position Details**

<b>Hours</b>	Fulltime / Part Time
<b>Agreement</b>	Allied Health Professionals, (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
<b>Classification</b>	Grade 2 or equivalent
<b>Reports to</b>	Team Manager/ Leader / Coordinator
<b>Supervises</b>	N/A
<b>Internal Liaisons</b>	QEC Employees
<b>External Liaisons</b>	Families/Clients Department of Families, Fairness and Housing Service Partners Other external 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 South 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 site)
- Southern Region program (operates from QEC Dandenong South site)

#### **Parenting Plus**

Parenting Plus is a flexible home-based program, providing parenting support and coaching to families with children aged under 4 years. The program delivers early intervention to families experiencing sleep and settling difficulties and those with significant parenting challenges.

Location of Parenting Plus Services:

- Southern Region program (operates from QEC Dandenong South site)

#### **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 South site)
- North and West Region program (operates QEC from Preston site)
- Gippsland Region program (operates from QEC Morwell and Bairnsdale sits)

**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. Implement case work model

- Work with children and families, delivering interventions that increase parenting capacity, family functioning, achieve child safety and enhance conditions for child development.
- Deliver evidence-informed interventions and practice approaches to increase engagement of families and promote safety, stability and development of children and young people.
- Undertake FPRR education and implement learnings from the FPRR Practice modules in alignment with QEC's Model of Care and the Best Interests Case Practice Model and other relevant case work related training as directed by your manager.
- Contribute as a member of the SI/ICFS/FPRR care team to support case planning and ongoing risk assessment.
- Manage a case load ensuring that case work practice, including documentation, is responsive to individual needs and service agreements.
- Provide comprehensive case notes in addition to case closure/summaries which may require analysis and QEC recommendations.

#### 2. Enhance each families' experience

- Develop and implement case plans in consultation with the families, Child Protection Navigator, other stakeholders and care teams.
- Undertake complex casework with families (including pregnant women) and children who have experienced trauma.
- Provide families with strength based support that also addresses vulnerability, ie: family violence, mental health, alcohol and other drugs misuse, learning difficulty, intellectual disability, parenting challenges.
- Support therapeutic interventions for parents, recognising the importance of healing from traumatic experiences that may impact on parenting.
- Apply a practice approach that understands the importance of culture in protecting and strengthening Aboriginal families; provide culturally sensitive practice responses to Aboriginal families, including consultations with the Aboriginal Liaison Worker.
- Provide culturally sensitive practice responses to culturally diverse families, including consultations with community CALD services.
- Integrate cultural sensitivity and respect in all communications and interactions.



### **3. Partnership approach**

- Actively participate as part of a multi-disciplinary team to meet the complex needs of the families in order to achieve their goals.
- Establish collaborative relationships with a wide range of specialist and mainstream services to improve outcomes for children, young people, and their families.
- Prepare for and chair professional care team meetings and ensure engagement and contribution.
- Initiate and support referrals to other agencies where appropriate.
- Work in close collaboration with Department of Family Fairness and Housing, placement services and other stakeholders.
- May be asked to work across QEC community programs (FPRR, ICFS, SI) as directed by local Team Manager.
- Track all service activity hours for each family meeting target hours of service for each family as per program Key Performance Indicators.

### **4. High quality safe care**

- Provide high-quality intensive, flexible and responsive early parenting support suited to family needs.
- Work in partnership with families to identify goals and build parenting capacity to enhance their children's development, safety and well-being.
- Identify and manage actual and potential risks to children in accordance with QEC policies, procedures and legislative requirements.
- Engage and promote continuous quality improvement processes.
- Contribute to the development and review of policies and procedures.
- Participate in regular clinical audits, as required.
- Ensure compliance with all mandatory requirements ensuring child safety / wellbeing at all times.

### **5. Positive environment**

- Actively participate as part of a multi-disciplinary team to meet the needs of the families in order to achieve their goals.
- Reflect on self and practice, identify areas for personal & professional growth.
- Actively participate in regular clinical supervision and Reflective Practice
- Actively participate in and contribute to team learning, development and positive culture.
- Assist with new employee induction and training.
- Other duties as required by Team Manager.





## 5. Key Selection

### Essential Criteria

- Demonstrated ability to undertake complex casework with families (including pregnant women) and children who have experienced trauma.
- Demonstrated ability to assess, plan, implement and review appropriate interventions to support the development of parenting capacity and family functioning.
- Demonstrated experience and theoretical understanding of the issues facing highly vulnerable parents in their ability to ensure the safety and wellbeing of their children.
- Experience supporting families to access relevant services to address underlying vulnerabilities and risk factors.
- A knowledge and understanding of Aboriginal culture and current issues faced by Aboriginal children and their families.
- Well-developed communication skills, with a demonstrated capacity to work collaboratively with others.
- 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
- Current COVID-19 Vaccination
- 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 in health, family services, government or community services sectors.
- Experience in early parenting services.
- Previous experience working within the child protection or family services sector.

### 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: \_\_\_\_\_