



Child FIRST North East (Child and Family Information Referral & Support Team) Intake Worker full-time

Child FIRST NE provides a central, community based intake and referral point into Family Services.

Child FIRST is an important initiative within CPS Early Interventions Strategy and aims to ensure vulnerable children, young people and their families receive priority access to relevant services to promote child wellbeing and strengthen parents/carers.

You will be joining a great team of skilled and committed practitioners.

You will have excellent written and verbal communication skills, experience in child & family welfare and qualified in social welfare, social work or other relevant discipline.

Applications must be in writing addressing the Key Selection Criteria and listing the names of two Referees (one of which must be a current employer).

Further information can be obtained by downloading the relevant position description from our website www.cps.org.au or by contacting Sally Waddell, the Team Leader of Child FIRST, on 9450 0900.

Applications marked 'Child First Intake Worker' can be addressed to:

Children's Protection Society

70 Altona Street

Heidelberg West 3081

Or email: swaddell@cps.org.au

Applications close Monday 9 March 2012
The Children's Protection Society is an Equal Opportunity Employer

POSITION: Intake Worker, Child FIRST

ACCOUNTABILITY: Team Leader, Child FIRST

OUR VISION

That all children thrive in safe families and communities

OUR MISSION

To break the cycle of abuse and neglect in families and to improve the life chances and choices for all children

OUR SERVICES

Child FIRST - a centralised, community-based advice, referral, and intake for integrated child and family services.

Family Support Services - parenting advice and support, in-home visits, casework, group work, supported playgroups, counselling and therapy, 'wrap around' support to schools, early childhood services, health services.

Men and Fathers Support Services - counselling and support for fathers
Early years parenting support services - supported playgroups, social support for new fathers and mothers, targeted support for Aboriginal fathers, Somali fathers, and young mothers.

Sexual Abuse Counselling and Prevention Program - family-inclusive therapeutic services for children, who have experienced sexual abuse, children with sexualised behaviours, and services for young people with sexually abusive behaviours

Education and training - for teachers, principals, health and welfare professionals, early childhood services, parents and community groups in recognising and responding to child maltreatment

CPS Child and Family Centre – provides best practice integrated early years care and education to in a centre based environment as a core component of research and advocacy within the CPS early intervention strategy

OUR HISTORY

Established more than 100 years ago, the CPS was responsible for investigating and dealing with cases of abuse and neglect until this function was relinquished to the state in 1986.

The CPS then concentrated on providing support services to vulnerable families, earning a reputation for innovation, high quality services, and maintaining an unequivocal focus on quality outcomes for children.

Please visit our webpage, www.cps.org to see more detailed information about our organisation.

POSITION OVERVIEW & OBJECTIVES

Child FIRST

Child FIRST is the key initiative for Family Services emerging from the Children, Youth and Families Act 2005. It builds on earlier reforms in the sector to provide a visible and coordinated intake process that will enhance the capacity of the secondary service system to provide flexible and innovative response to meet the needs of vulnerable children and their families and prevent their unnecessary progression into the Child Protection system.

The core purpose of Child FIRST is to provide a clearly visible and accessible entry into Family Services; to provide effective service responses for vulnerable children, by providing:

- A single telephone number.
- Provision of information and advice.
- Initial needs identification and assessment of risk, in consultation with Child Protection and other services.
- Identification of the Aboriginal and Torres Strait Islander status of children, young people and families.
- Identification of differentiated service responses for families related to the assessment of needs and underlying risks.
- Active engagement with the child, young person and their family.
- Determination of the priority of a response, and allocation of families to Family Services, undertaken in consultation with Family Services and Child Protection (where required).
- Timely responses through provision of or oversight of 'active holding strategies' involving active short term work with children and families, prior to allocation to Family Services.
- Entry into capacity within the Family Services agencies within the catchment by direct referrals, or by use of local, sub-catchment integrative networks.
- Management and coordination of relevant data.

The North East Metro Child and Family Services Alliance

The North East Metro Child and Family Services Alliance (NEMCFS) has been established to support the effective operation of Child First in the catchment. The catchment includes the local government areas of Yarra, Banyule, Nillumbik, Whittlesea and Darebin. The alliance built on existing networks that developed from the Family Support Innovation Project. It is an ongoing representative forum comprising all DHS funded Family Services providers in the catchment, in partnership with DHS/Child Protection as follows:

- Anglicare Victoria
- Berry Street Victoria

- Brotherhood of St Laurence (Ecumenical Migration Centre)
- Children’s Protection Society
- Darebin City Council
- Kildonan Child and Family Services
- North Yarra Community Health Service
- Victorian Aboriginal Child Care Agency
- Yarra City Council

On behalf of NEMCFS, CPS is the lead agency and as such chairs the Alliance, plays a facilitating role and is responsible for the delivery of Child First. The team comprises a Manager, a Team Leader and Intake Case Workers who are employed by CPS.

The Local Family Services Coordinators provided by CPS in Darebin, Berry Street in Banyule/Nilumbik, Kildonan in Yarra and Anglicare in Whittlesea are an integral component of the NEMCFS Child FIRST intake, assessment and referral response. Each coordinator will provide “active holding” involving a range short term work prior to allocation to Family Services.

SPECIFIC RESPONSIBILITIES

1. Service Delivery

- 1.1 Receive referrals across the North East catchment from community members and professionals who have significant concerns about child wellbeing.
- 1.2 Collect relevant information about children and families referred to Child FIRST in compliance with relevant legislation and family services program guidelines.
- 1.3 Ensure appropriate information, advice and follow up is provided to all referrers.
- 1.4 Conduct thorough needs and risk assessments using the Best Interests Case Practice Model to inform decisions about suitable outcomes for referrals. Consult with team leader who makes decisions about referral outcomes.
- 1.5. Make referrals to other services with consent from the family and when it is assessed that this is in the family’s interest to do so. Provide information and advice about services that are likely to meet family needs.
- 1.6 Ensure the Identification of children and families who are of Aboriginal or Torres Strait Islander origin, and consult with the Aboriginal Liaison Worker from VACCA to provide culturally competent responses to families.
- 1.7 Identify cultural and ethnic backgrounds of families, work with interpreters as required and consult with culturally specific services as required.
- 1.8 Work closely with the Local Family Services Coordinators, Aboriginal Liaison Worker and the DHS Community Based Child Protection Workers, and other services to provide creative and flexible intake service responses for families and children with complex issues and who may be hard to engage.
- 1.9 Undertake home visits, attend case conferences as required.

2. Program Implementation and Development

- 2.1 Participate in the development and ongoing implementation of Child FIRST North East in conjunction with the Team Leader Child FIRST.
- 2.2 In collaboration with other Child First team members, coordinate case allocation, data collection and other day-to-day tasks involved in intake.
- 2.3 Contribute to strategies that promote consistent approaches to intake and that improve service quality.
- 2.4 Participate in activities involved in program evaluation.
- 2.5 Establish and maintain good working relationships with other CPS teams.
- 2.6 Contribute to practice knowledge and development within CPS and the broader child and family welfare sector.

3. Administration

- 3.1 Maintain Child FIRST information and recording systems.
- 3.2 Attend Child FIRST team meetings and participate in group supervision and/or professional development.
- 3.3 Contribute to a cohesive, creative and robust team structure.
- 3.4 Participate in supervision with the Team Leader Child FIRST.

4. Network participation

- 4.1 Develop and maintain knowledge of community resources and networks.
- 4.2 Liaise with DHS, VACCA, and Family Services providers in a manner that promotes positive working relationships.
- 4.3 Participate in activities to engage other sectors and maintain effective external relationships.
- 4.4 Participate in community education activities designed to inform and educate the community and other professionals about the role of Child FIRST.

KEY SELECTION CRITERIA (must be addressed by applicant)

- High level skills and relevant tertiary qualification in social work, child and family social welfare or related discipline.
- Demonstrated skills and experience in undertaking comprehensive assessment of needs and risks of vulnerable children, young people and families.
- Sound knowledge of legislation and policy relating to child welfare and family services practice.
- Have a personal value set that is aligned with CPS' organisational values.
- A demonstrated understanding and capability for working with diversity.
- A demonstrated robustness and resilience and a level of maturity that supports independent practice.
- Highly developed written, verbal, interpersonal and public relations skills.

CONDITIONS OF EMPLOYMENT

- Terms and conditions of employment shall be laid down in a Contract of Employment to be entered into by CPS and the employee.
- An attractive salary package will be negotiated, in accordance with the Social and Community Services Award (within the range of SW2 to SW3), superannuation and the opportunity for remuneration packaging in line with CPS's Remuneration Packaging Policy will be offered.
- A probationary period of 3 months will apply from date of commencement. During the probationary period, either party can terminate employment with notice negotiable up to 4 weeks.
- The position is full time, thirty-eight hours per week. CPS does not pay any overtime and has a 'flexi-time' policy. In accordance with the Flexi-Time policy, your supervisor must authorise any additional hours in advance.
- Under Victoria Workcover legislation, it is the applicant's duty to advise the CPS of any pre-existing medical conditions, which could be aggravated by the type of employment for which they are applying. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, completion of a pre-existing injury/disease declaration, Working with Children Check, National Police Check and proof of identity and qualifications.
- The successful applicant must possess and continue to hold a full Victorian Driver's Licence, which must be sighted.
- CPS is a smoke free workplace.
- CPS requires that staff use agency vehicles for work-related activities whenever possible. However, if you are authorised to use your own vehicle for work-related purposes, mileage will be paid at the State Public Service Award rate. The agency will not accept liability for any damage incurred to staff vehicles whilst being used for work-related activities.
- All other terms and conditions of employment will be in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010 and CPS policies and procedures (as amended from time to time).

Further information can be obtained by contacting Sally Waddell, Team Leader, on 9450 0900.

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For inquires please contact: **Team Leader Child FIRST NE on 03 9450 0955**

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Applications close of Business Monday the 9th of March 2012