**Job Description Form**

**Family Support Officer**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 1

**Award / Agreement:** Department of Communities (Family Support Officers) CSA Agreement 2019

**Organisational Unit:** Service Delivery Metropolitan Communities/ Service Delivery Regional Remote Communities / District Office

**Location:** Various

**Classification Evaluation Date:**

**JDF Review Date:** September 2011

**Reporting Relationships**

**This position reports to:**

Various

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

The **Family Support Officer**, in accordance with the principles of engagement, inclusiveness, collaboration and capacity building is responsible:

* Providing supervision and transport services for families, children and young people.
* Providing information and support to families, children and young people about accessing Department and community resources.
* Providing administrative assistance as required.

**Duties and Responsibilities**

**1. Supervision and transport services**

1.1 Organises and provides or coordinates supervision services for families, children and young people.

1.2 Organises or provides transport services for families, children and young people.

**2. Families**

2.1 Engages with families, in a respectful and honest manner.

2.2 Assists families and significant others such as carers in accessing relevant agencies and community resources.

2.3 Engages communities of interest to support their families and children.

**3. Children and young people**

3.1 Provides ongoing support and assistance, including mentoring services, to children and young people under the direction of the Team Leader or relevant line manager.

3.2 Engages with children and young people, their families and carers to ensure their safety and wellbeing.

**4. Administration**

4.1 Under supervision maintains records and statistical data requirements.

4.2 Provides timely advice and reports.

4.3 Participates in meetings, supervision and training as a contributing member of a team.

4.4 Contributes to research and evaluation of community services and responses.

4.5 Manages Government resources in accordance with Government and Department policy.

4.6 Assists administration staff with clerical duties.

**5. Other**

5.1 Participates in emergency response management duties as required.

5.2 Performs other duties as required

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated skills in engaging, working and communicating respectfully with families, children and young people, carers, communities, other District staff and significant others.

2. Demonstrated knowledge and understanding of community resources and their availability.

3. Ability to work with Aboriginal and Torres Strait Islander culturally and linguistically diverse communities, families, children and young people

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.

2. Appointment is subject to a satisfactory Working with Children (WWC) Check

3. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.

## HR Registration

05 February 2020