



Cowra Information &  
Neighbourhood Centre

## COWRA INFORMATION AND NEIGHBOURHOOD CENTRE POSITION DESCRIPTION

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**POSITION TITLE:** Assistant Family Support Worker

**REPORTING TO:** Chief Executive Officer

**POSITION(S) REPORTING TO THIS POSITION:**

Community Care Workers

**AWARD:** SCHADS SACS

**CLASSIFICATION:** 2

**SCOPE AND PURPOSE OF THE POSITION:**

CINC as not-for-profit, community-based entity, provides a range of client-focused services to individuals and the community. The Family Support Worker aims to build family capacity by providing professional support to families using partnership, strengths-based and family-centred approaches. Support is provided in both group settings and on an individual basis. Support is targeted specifically at Early Intervention as well as an understanding of client's complex needs. The position has working relationships with families, volunteers, other service providers and CINC employees.



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Page 1



Cowra Information &  
Neighbourhood Centre

## ACCOUNTABILITIES

- Develop communication channels with families through intake and/or outreach procedures
- Assist families in identifying their needs and developing a service agreement to suit their needs
- Assist parents in accessing programs and community services that supports their well being
- Assist Family Support Workers, parents, teachers, caregivers in planning parent education programs designed to strengthen family life, increase knowledge and skills and provide parents the opportunity to connect with peers. To encourage parents to participate in these programs.
- Maintain accurate records, including data entry to provide information needed to facilitate program services
- Complete tasks in a timely manner
- Attends monthly staff meetings
- Provides transportation to families/children in the program
- Ensures that children and family information is treated in a confidential manner and that the records are maintained
- Share information on families to ensure that both workers are knowledgeable of the needs of each family and the services being provided



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Page 2



Cowra Information &  
Neighbourhood Centre

- Adhere to privacy and confidentiality policies
- Promote and maintain safe work practices in accordance with CINC WH&S policies.
- Any other duties relevant to the position as delegated by the Chief Executive Officer, such as accessing supervision, attendance at meetings, events and workshops and supporting and training volunteers.

#### **WORKPLACE HEALTH & SAFETY:**

Work safely within the CINC WHS Policies and Procedures and ensure the required reporting, relating to Workplace Health & Safety incidents/ accidents/ hazards relevant to the position are carried out in a timely manner and forwarded to the Chief Executive Officer.



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Page 3



Cowra Information &  
Neighbourhood Centre

### **PROFESSIONAL RESPONSIBILITIES:**

- Maintain a working knowledge of Policy & Procedures including WHS.
- Attend training days and conferences as required.
- Participate in team discussions for planning action strategies.
- Participate in discussion/determination and updating of P&Ps & Guidelines.
- Ensure all electronic and paper files are appropriately stored with adequate file back-up and storage mechanisms in place.

### **REPORTING RESPONSIBILITIES:**

- Inform the Chief Executive Officer immediately of all issues that could create a significant risk for the organisation.

### **PERFORMANCE MANAGEMENT AND DEVELOPMENT:**

- A Yearly Performance Review.



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Page 4



Cowra Information &  
Neighbourhood Centre

## **ESSENTIAL QUALIFICATIONS FOR THIS POSTION**

- Certificate IV in Community Services or equivalent
- Must be able to work as part of a team and to work with people from various socioeconomic and educational backgrounds
- Willingness to undertake a National Criminal History Check
- Current Working with Children Check
- Current NSW drivers licence
- Current First Aid Certificate or willingness to obtain Certificate
- Excellent verbal and written communication skills
- Strong organisational skills and attention to detail

## **DELEGATIONS:**

In accordance with the approved organisational chart and within the approved delegation policy.



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Page 5