



POSITION TITLE	Early Years Social Worker
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 5
DIRECTORATE	Community Development
BUSINESS UNIT	Early Years and Family Services/Community Development and Wellbeing
REPORTS TO	Team Leader Maternal and Child Health
SUPERVISES	Nil
EMPLOYMENT STATUS	Part-time, limited tenure (12 month contract)
DATE	June 2021
EMPLOYEE NAME	Vacant

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

In this diverse role, the social worker will work across three council programs/areas – the Enhanced Maternal and Child Health (EMCH) program, preschool services and library service. Taking a different scope depending on the work area.

Within the Enhanced Maternal and Child Health Service:

Provide evidence and strength-based clinical practice in the EMCH Service of City of Wodonga Maternal and Child Health Service. The position will support families with identified vulnerabilities currently or potentially impacting parenting and the child/ren’s optimal growth and/or development. Particular focus of this position is on families with young children (0-3 years) at risk of poor outcomes and identified at risk of harm.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

Within the Preschool and Library service:

Provide support and build the capacity of staff in the preschool and library services to work effectively to support families with identified vulnerabilities. The role will include the provision of secondary consultation services to assist staff in to support families/individuals in specific situations to access external supports as required. The role will also support the growth in knowledge and competence of staff in navigating the external service systems locally to enable staff to competently direct clients to support services.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

EMCH Program;

- Provision of expert Social Work in partnership with families to support clients of the EMCH Program
- Specialist Social Worker support for Enhanced MCH staff and MCH students.
- Provision of expert assistance to families who may be in crisis or presenting with more complex needs.
- Provision of professional assessments and interventions in relation to income support entitlements, including parenting payment, jobseeker (Newstart), family tax benefits, childcare subsidy, parents next, crisis payments.
- Ability to assist families in the application of a number of exemption categories under the childcare subsidy and additional childcare subsidy.
- Provide professional assessments to assist with determinations as specified in the Social Security Guide.
- Provide assistance to families to register the birth of their child/children, register for Medicare and Childcare Subsidy.
- Thorough knowledge of MyGov website, ability to provide assistance to families to establish their link to all government services via the MyGov Application.
- Ability to advocate for families with external agencies to achieve best outcomes for children and families.
- Administration to maintain necessary records and documentation according to EMCH guidelines and directives from State and Local Government.
- In consultation with the Enhanced MCH Nurse, responsibility to ensure appropriate assessment, and internal and external service activity to support identified areas of need by client in Child and Family Action Plan (CFAP).
- Participation in monthly group Clinical Supervision sessions.
- Other duties as required and/or directed.

Preschool:

- Support & guide staff to work within their service's scope of practice in identifying families with additional social needs, whilst maintaining professional boundaries and self-care principles.

Library Services:

- Provide staff support to build the capacity of staff within these services to support families with vulnerabilities to access external support services as required.

Administration:

- Administration to maintain necessary records and documentation according to EMCH guidelines and directives from State and Local Government

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviors indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- The incumbent will be required to regularly assess requests for work and determine the most appropriate and timely method for completion of that work;
- Ability to use judgement to make decisions on the selection of the appropriate tool, technique or method from a range of options, and resolve minor problems that relate to the task being performed;
- Show initiative to resolve minor or complex problems and discuss with the Team Leader MCH or Enhanced MCH nurse working directly with the relevant family.

SPECIALIST KNOWLEDGE AND SKILLS

- Practical knowledge of government systems, family systems, early childhood health and development
- Sound knowledge of issues and needs that affect the community.
- Knowledge of quality principles and their importance in service delivery.
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

MANAGEMENT SKILLS

- Ability to work collaboratively and independently, manage own workload and take responsibility for work output within EMCH Team
- Demonstrated commitment to networking and liaison with key community organisation and Government Departments to benefit program development and family outcomes
- Ability to manage time by planning and organizing one's own work
- Basic knowledge of personnel practices.

INTERPERSONAL SKILLS

- High level written and verbal communication skills; demonstrated ability in client engagement, including conflict resolution and negotiation skills
- Good verbal and written communication skills that demonstrate an ability to work with vulnerable families.
- Gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and to prepare routine correspondence and reports.
- Ability to maintain confidentiality.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organisation relevant to the position.

- Intermediate skills in Microsoft suite;
- The ability to develop and maintain databases for information collection and reporting;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system (Kapish).

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.

- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.
- Deliver timely, efficient and accurate customer service to both internal and external customers.

EMERGENCY MANAGEMENT DUTIES

As part of the responsibilities associated with this position, the Health Administration Support Officer is expected, within reason, to assist Wodonga City Council deal with an emergency situation, should one arise, that affect the operation of and/or the wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- A tertiary qualification in Social Work and current confirmed registration with the AASW
- Essential Current Victorian Driver's License
- Current Working with Children Check and Police Check
- Social work experience working with vulnerable and high-risk families with young children (0-3years), particularly in home-based and community settings.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence.
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement).
- Victorian and NSW Working with Children's Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required).

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position will be required to demonstrate the relevant personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.

KEY SELECTION CRITERIA

1. A tertiary qualification in Social Work and current confirmed registration with the AASW and current driver's licence.
2. Current Working with Children Check and Police Check.
3. Social work experience working with vulnerable and high-risk families with young children (0-3years), particularly in home-based and community settings.
4. Effective verbal and written communication skills with the ability to work as part of an inter-professional team.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
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<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> Understands council vision and purpose and how their role fits in Is willing to adapt to changing processes, systems, technology and environments Looks for improvements and better ways of doing things Seeks support and clarification when required
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People Development	
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<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> Displays council values Reflects upon own performance Seeks and acts upon feedback Sets goals for personal and professional development Finds ways to learn and improve in the completion of day-to-day tasks Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing	
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> Demonstrates effective time management and prioritising of tasks Is aware of, controls and expresses their own emotions appropriately Recognises when support is needed Accepts responsibility for their own actions and outcomes Is aware of the importance of self-care
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Safety and Risk Management	
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> Remains vigilant in ensuring a safe working environment for self and others Is aware of risk and takes action to prevent problems Reports hazards, incidents (including near misses) and compliance concerns in a timely way Understands the importance of honesty and transparency Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets Complies with policies and procedures
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ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Early Years Social Worker	Role supports and enhances Maternal and Child Health (EMCH) program, preschool services and library service.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand for up to 2 hours Capacity to stand and walk intermittently throughout the day and complete site inspections Capacity to reach between ground and shoulder height occasionally Capacity to push/pull weight infrequently Capacity to lift up to 10kg to waist height and carry over short distances Capacity to kneel and squat to ground level occasionally Capacity to walk on uneven ground Capacity to negotiate steps and stairs Hand grip and dexterity Phone and computer use Ability to work with initiative and in a team environment Excellent communication and time management skills Ability to liaise with staff of all levels both internally and externally including members of the community showing agitation and distress. 	Sitting			X	
			Standing		X		
			Walking				
			Lifting up to 10kgs		X		
			Carrying up to 10kgs		X		
			Push/Pull	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Sustained concentration				X
			Complex problem solving				X
			Interaction with others				X
			Exposure to confrontation				X
Respond to change				X			
Prioritisation				X			