PARENTING & CHILDREN'S SERVICES Case Support Worker

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: October 2025

POSITION CONTEXT & OBJECTIVE(S):

Warrnambool City Council has been delivering services on behalf of DFFH for over 20 years, with a focus on vulnerable families, the Parenting & Children's Services team at Warrnambool City Council provides a range of funded programs aimed at building capacity to maximise the safety, health, education and wellbeing outcomes of their children. Whilst there is a focus on supporting families with children in the early years (0-8 years old), some programs require support for families with older children and young people. This role has a responsibility to provide support to the Parenting and Services Practitioner and management in seeking the best outcomes of children through case management, assessment, parenting education and program delivery in an environment that is flexible and responsive to the identified needs of children and their families.
Programs currently include:

- Integrated Family Services (IFS)
- Parenting and Education Services (PAES)
- Parenting Assessment and Skills Development Service (PASDS)

KEY RESPONSIBILITIES AND DUTIES:

Actively engage and work with children and their families providing support to the Parenting and Services Practitioners in providing case management and parenting education, This role will operate within a team environment and will deliver the full range of programs on offer depending on demand at any one time. The range of duties will include:

1. Observe parent's adaptation to parenthood, their coping ability and strengths and with assistance, implement the devised plan and support families to develop ongoing positive parenting skills and strategies.
2. Relate to vulnerable children and families with complex and varying needs and actively observe what the best interest of child, young person and family would be in any particular situation
3. Ability to assess risk, needs and safety of children, young people and families,
4. Assist family to achieve identified goals identified by case manager
5. Support case manager to implement successful organisational and practice strategies for engagement with hard to reach families and provide structured intervention techniques.
6. Work independently and as a member of a multidisciplinary team with internal and external service providers to provide an integrated and streamlined approach to support vulnerable children and their families.
7. Consultation to occur with case manager prior to providing advice to clients and ability to follow directions provided by the case manager.
8. Ability to adapt existing skills and knowledge in order to undertake other duties as required.
9. Assist to maintain accurate confidential client records in line with Warrnambool City Council PACS standards and procedures.
10. Enter data as directed by the Agency, Department of Health and Human Services
11. Contribute to staff/team meetings for the enhancement of the Child and family services Unit , alliance meetings
12. Support the Warrnambool City Council values, work policies and procedures including Child safe Standards, Clinical Supervision.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Record of relevant Tertiary Qualification in Social Work/ psychology, Diploma of Community Services or a related field.
- Understanding of working with vulnerable children and complex needs families including family violence and trauma.
- An understanding of child protective services, experience in or knowledge of MARAM risk assessment framework, Child Information sharing scheme and Family violence information sharing scheme.

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- Knowledge and or experience in working within the Children, youth and families Act 2005, DHHS Best Interest framework, Outcome Star.
- Capacity to develop collaborative relationships across professional and organisational boundaries
- Administrative skills including recording of statistical data, report writing, good computer skills and ability to work independently and manage workload priorities as directed by case manager
- Ability to support case manager in written case note skills
- Familiarity and an understanding into the importance of assessing risks, family violence and its associated impact and the need for safety for children, young people and families
- Strong self-care and resilience for the complexities of working with vulnerable children and families.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unlessspecifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):
☑ YES

The incumbent must have and maintain a Working with Children Check:
☑ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Parenting and Children Services Practitioner
Supervises:	N/A
Internal Contacts:	Family Services Team Members, Family Services Staff and relevant Community Development and Council Staff.
External Contacts:	Child and Family Services Alliance (Brophy, MPower, Gunditjmara, Winda-mara and Bethany) Community based child and family services, Department of Human Services Protective Services, Hospitals, GP's, other health services, schools, welfare agencies.

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable to allocated Case Manger or Senor Parenting and Children Services Practitioner the Parenting and Child Services Coordinator, Service Manager Early Years Intervention and Support, and Manager Children and Family Services.
- Able to plan at least one week in advance and work collaboratively with relevant case manager in understanding client scheduling
- Work within scope of role and in accordance to the directions provided by Parenting and Childrens Services Practitioner.
- Understand and observe the Risk Management Policy & related procedures.
- Comply with Records Management Policies, procedures and requirements.
- Work within Warrnambool City Council professional boundaries and Staff Code of Conduct

JUDGEMENT AND DECISION MAKING:

- Work objectives are well defined and are to be communicated by either the Coordinator Parenting and Children Services or relevant case manager.

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- Report any concerns to Parenting and Children Services Practitioner or higher management. .
- A demonstrated empathy with all families, including those considered vulnerable or 'at risk'.
- Guidance and advice is always available within the time required to make a choice

SPECIALIST KNOWLEDGE AND SKILLS:

- A knowledge of child development theory and current practice related to the health, development and wellbeing of young children.
- Demonstrated knowledge and understanding of current theories underpinning family dynamics from a broad spectrum of socio-economic and cultural backgrounds.
- Observation skills and the ability to use these to assist in developing and implement plans according to individual family's requirements.
- An understanding of Protective Services and knowledge of risk assessments.
- Competence to identify needs or problems and to find solutions in a sensitive, timely, acceptable and effective manner.
- Experience working as a member of a team able to follow direction when required with a strong sense of accountability.

MANAGEMENT SKILLS:

- Demonstrated organisational and administrative skills including time management.
- Ability to follow directions work independently when required and to use initiative within a team concept.
- To conduct all service delivery in line with Warrnambool City Councils policies and procedures

INTERPERSONAL SKILLS:

- Ability to maintain confidentiality at all times.
- Developed observation skills.
- Well-developed verbal communication skills and sensitivity in dealing with others.
- Well-developed written communication with the ability to write routine correspondence and reports.
- Ability to work cooperatively with other professionals in the family services field in relation to well-defined activities.
- Ability to work as an effective team member and promote a multidisciplinary approach in the work place.

QUALIFICATIONS AND EXPERIENCE:

- Commenced or recently graduated in a relevant tertiary qualification in social work or welfare.
- Current Driver's license.
- Working with Children's Check
- Experience or knowledge of working with vulnerable children and families an advantage
- Desirable – current first aid certificate, Circle of security, parenting courses such as raising great kids, cert 1V in Training and assessment, group facilitation experience.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunctionwith the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	