



Position Description

Position Title:	Family Support Coordinator (First Nations identified position)
Location:	Darwin
Hours:	Full time
Tenure:	Fixed term. 12-month contract. (option to extend dependent on funding)
Classification:	SCHCADS Modern Award Level 5-6 (depending on qualifications and experience).

Background

The Children's Ground Approach is a First Nations organisation designed by First Nations people. We are committed to systems change to ensure dignity, justice and equity for all children and families. Our work focuses on national reform as well as evidencing a new way of working.

The Children's Ground Approach is a whole of community, whole of life approach. We partner with a community over the course of a generation, led by local expertise, vision and intelligence. Together, we create and deliver an integrated system that is centred on learning, development and wellbeing that responds to the child and their family through the key transition points from pre-birth to young adulthood. Our approach recognises the cultural, social, and economic strength of communities and builds on this to equip children for opportunities locally, nationally, and globally.

We celebrate First Nations children and families and back their vision and talent to transform their communities from extreme stress and economic disadvantage to communities of opportunity and wellbeing.

Children's Ground operates in Central Australia and across the Top End, with support provided by a Melbourne-based Shared Services team. In the Top End of the NT, we work in the communities of Minmarama/Kulaluk, Knuckey's Lagoon, 15 Mile (Palmerston Indigenous Village), and Marlkawo.

Position Summary

This position works alongside children, young people, adults, families, and communities with a focus on early intervention and prevention strategies to keep families strong and together.

Central to Children's Ground strategy is community wellbeing and development. Supporting people to have self-agency in accessing services to keep themselves and their families safe is integral to building and keeping communities strong.

The Family Support Services team play a vital role in providing individual and family support to community members for access to essential services. Working within the Territory Families framework the Family Support Coordinator ensures that the Family Support Service is delivered with quality and integrity in accordance with the Children's Ground Integrated Approach. The role is responsible for the administration and facilitation of the Family Support Service, including the management of staff, and collaboration with other teams.

Key Relationships

Directly reports to:	Regional Director - Top End
Key Internal liaison:	Management Team members, Research and Evaluation Director, Research and Evaluation Officer, Children's Ground staff
Key External liaison:	Child and Family service providers, Department of Territory Families, families from Minmarama, Kulaluk, Knuckey's Lagoon and 15 Mile (Palmerston Indigenous Village)

Key Responsibilities

1. Family and children
 - The Family Support Service focuses on the Greater Darwin Region in the following communities: Minmarama, Kulaluk, Knuckey's Lagoon and 15 Mile (Palmerston Indigenous Village).
 - Respond to clients with high intensity needs
 - Provide practical support to clients in accessing services and agencies, including showing clients how to access food bank, call and connect with support services such as Centrelink, Anglicare, Catholic Care, banks etc.
 - Provide transport to appointments and advocating for clients where requested and appropriate.
 - Advocating for client needs and holding external agencies and services accountable in the delivery of services to clients, ensuring people are treated with dignity and respect.
2. Supervise and manage staff
 - Oversee and manage day to day schedule for the Family Support Services team.
 - Lead the team's priorities for clients and tasks.
 - Support the development of case note experience and ensure they meet requirements set by Territory Families.
 - Ensure you and your team undertake mandatory training as stipulated by Territory Families.
3. Support Children's Ground integrated service delivery
 - Contribute to a Children's Ground integrated working model for holistic support to clients.
 - Actively participate and provide Family Support Service knowledge and learning at weekly Top End Management meetings.
4. Reporting
 - Maintain accurate and up to date records within Territory Families and Children's Ground reporting systems.
 - Participate in the reporting requirements of the Family Support Service funding agreement
 - Ensure Family Support Services team are maintaining accurate case notes and records.
5. Relationships and stakeholder management
 - Develop, strengthen and maintain collaborative relationships with service partners, participating in local Service Delivery Forums, to promote service collaboration and integration.

- Liaise with a wide range of organisations and businesses who have a shared interest in following the leadership of community members and the goals of Community Plans.
 - Maintain strong working relationships across Children's Ground operations.
 - Represent Children's Ground in key meetings as requested.
6. Operational systems and standards
- Ensure Family Support Services is delivered with quality and integrity.
 - Follow community led governance standards and practice.
 - Ensure Policies and Procedures are in place, reviewed, implemented and updated as needed.
 - Ensure compliance with relevant regulations, laws and standards.
 - Ensure risk management policies and systems are up to date.
 - Operate within the requirements of Children's Ground philosophies, policies and procedures as well as regulatory requirements.
7. Contribute to Children's Ground
- Be a positive, innovative and active member of Children's Ground and participate and contribute to broader activities of the Darwin office.
 - Support a strong, connected, respectful and supportive organisation.
 - Participate in professional development programs.
 - Undertake other tasks as requested to support the delivery of the Children's Ground Model.

Work Health and Safety

- Ensure documentation and standards are in place with clear compliance to meet the WH&S needs of Children's Ground.
- Ensure all activities are delivered with quality and integrity and with relevant risk assessment applied.
- Operate within the requirements of Children's Ground Approach, policies, and procedures and regulatory requirements.

This role will require working regularly in outdoor conditions and often in extreme heat, sitting, standing, and moving around in outdoor settings, including getting in and out of motor vehicles and remote location work. People may be required to do a medical check before engagement.

Key Selection Criteria

1. Relevant qualifications and/or minimum of three years' experience, such as social work, community development and social science.
2. Experience working with First Nations town communities and understand how the impacts of colonisation, disempowerment and intergenerational trauma express themselves for First Nations people.
3. Strong understanding and implementation of strength based and trauma informed approaches.
4. Experience in case management.
5. Experience leading and supporting a team.
6. Excellent communication and community engagement skills.

7. Experience of early intervention in relation to child, family and community safety, with a knowledge of Northern Territory laws and legislation.
8. Knowledge of child protection issues and the NT child protection system, with experience supporting people experiencing family and domestic violence.
9. Knowledge of housing issues and supporting people to apply and access housing support.
10. Have an established network for service provider referrals or can develop a strong network quickly. Important networks include family and domestic violence. organisations, Government agencies, education pathways, and not for profit social support organisations.
11. Experience working in a flexible environment and responsive to client needs.
12. Ability to advocate to clients and communicate with people using plain English.
13. Current Driver's Licence
14. Willingness to undergo a National Police Check and obtain an NT OCHRE Working with Children Check

Personal Attributes

Passionate about social justice and improving outcomes for First Nation communities.

- Self-starter who thinks systemically and thrives in an environment that is ambiguous and complex.
- Creates and embraces a culturally diverse workforce.
- Highly collaborative.
- Innovative and thinks adaptively about problem resolution.
- Focus on achieving excellence.