

POSITION DESCRIPTION

POSITION TITLE:	Community Programs – Family Coach
DEPARTMENT:	Community Programs
OPERATIONAL BASE:	Carramar office base (Supports based in Miller and surrounding suburbs)
CLASSIFICATION:	Clinical Nurse Specialist 2 (plus salary packaging option available)
STATUS:	16 hrs Bringing Families Together, contract ends Jan 30, 2027
VACCINATION CATEGORY:	A
RESPONSIBLE TO:	Responsible to Program Lead, Systems Navigator

ABOUT YOU:

2 days a week you will coordinate the Bringing Families Together (BFT) program and deliver Family Coaching utilising your refined clinical child and family nursing experience and knowledge, to parents in the 2518 (Miller) postcode.

In this role:

- You will have exceptional skills in connecting and engaging with children and families, and other stakeholders in a community setting.
- You are passionate about building parent's confidence and capacity to parent, and improving health and developmental outcomes for children through coaching, parent education and support.
- You will be flexible and able to meet parents where they are in their parenting journey, to provide supports that best meet their need at the time.
- You will be comfortable working across environments such as in an office, school spaces, in community spaces like libraries and parks, and in the family home when required.
- You will embrace, and want to continue learning about the cultural, generational and socioeconomic differences that exist within our SWS community.
- You will have experience in program development, coordination and implementation.

PURPOSE OF ROLE:

In this combined role, the overarching outcomes are to improve the wellbeing of children and families and improve parents' confidence and competence on their parenting journey.

The role complements a continuum of care model for parents / carers to further develop knowledge, skills and confidence to parent through a variety of activities including light touch drop-in groups, individual coaching, formal parenting training, and support to access Karitane's tertiary supports (e.g. PCIT and Residential Unit).

The Family Coach holds a clinical leadership role within a multidisciplinary team, including the delivery

of evidenced based parenting programs.

The Family Coach is essential to building key stakeholder relationships, facilitating effective collaboration of services and ensuring parents and their children receive quality care and wrap around support that meet the needs of the family.

RESPONSIBILITIES

Karitane programs provide safe, effective, evidence-based quality care consistent with the Karitane vision and values, and adhere to the Professional and NSW Health code of conduct.

KEY SELECTION CRITERIA

1. Current Registered Nurse (APHRA Registration) with Child & Family Health Nursing post graduate qualifications and understanding of the First 2000 Days Framework. Desirable, but not essential a Midwifery qualification.
2. Relevant qualifications and proven experience working with families with young children and a comprehensive understanding of child development and family centred practice within a health care framework.
3. Demonstrated experience in the coordination of child and family health programs in the community, health, early education and / or social services sectors.
4. Demonstrated experience working effectively in multi-disciplinary teams with diverse and complex communities.
5. Experience in delivering evidenced based parenting programs and an understanding of Family Partnership principles (or willing to work towards)
6. Demonstrated high level verbal and written communication skills. Strong interpersonal skills with ability to participate in community consultations in a culturally sensitively and appropriate manner; exceptional stakeholder relationship skills.
7. Demonstrated ability to keep accurate clinical data and records and maintain privacy policies and requirements.

Domains for CNS/CMS Grade 2:

Domains for CNS/CMS Grade 2	
The Clinical Nurse/ Midwife Specialist Grade 2 is distinguished from a Clinical Nurse/ Midwife Specialist Grade 1 by the following additional role characteristics:	
Autonomy of decision making	
<ul style="list-style-type: none"> • Exercises extended autonomy of decision making 	
Professional knowledge and judgement	
Exercises professional knowledge and judgement in providing complex care requiring advanced clinical skills and undertakes one of the following roles:	
<ul style="list-style-type: none"> • leadership in the development of nursing specialty clinical practice and service delivery in the ward/unit/service; or • specialist clinical practice across a small or medium sized health facility/sector/service; or • primary case management of a complete episode of care; or • primary case management of a continuum of specialty care involving both inpatient and community-based services; or • an authorised extended role within the scope of Registered Nurse practice. • Incremental progression to the second year and thereafter rate shall be upon completion of twelve months satisfactory full-time service (or pro rata part time service). 	
<p><i>Adapted from: South Western Sydney Local Health District (2015) <i>SWSLHD_PD2015_021 Clinical Nurse/Midwife Specialist Grade 1: Application and Renewal Process</i>, and the Industrial Relations Commission Of New South Wales (2015) <i>Schedule B: Public Health System Nurses' And Midwives' (State) Award</i>.</i></p>	

To deliver an effective, best practice early intervention service system, the following practice principles should be embedded into the delivery of services. Early intervention services should be:

- **Person Centred** with the child, young person and/or family at the centre and leading decision making.
- **Strengths Based** using a strengths based approach to service design and implementation that support people to build their capacity for change.
- **Evidence-Informed across the life course**, using natural development phases and transition points as 'triggers' for service delivery (for example becoming pregnant, first 2,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school)
- **Holistic and collaborative** working in partnership with other relevant services and/or organisations to achieve better outcomes with children, young people and families.
- **Capability building** to build social capital within communities.
- **Trauma Informed** to recognise the impact of trauma on those accessing services, and develop and implement trauma informed policies and practices.
- **Flexible and Responsive** in working with families, recognising that families' needs are not static, and that families may be transitioning in and out of hardship and disadvantage over time.

CONDITIONS OF EMPLOYMENT

Temporary full time / part-time employment in accordance with The Named NSW (Non-Declared) Affiliated Health Organisations Health Employees Agreement – Nurses Agreement

Karitane services are provided at a number of sites across NSW.

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants

STATEMENT OF DUTIES

Listed are the primary duties of the role, and the Performance Standards required to undertake the duties.

1. Demonstrated CFH Leadership

Duties:

To demonstrate CFH clinical leadership within the Community Programs team. This will encompass duties such as contributing to the development of systems, policies and procedures for the service including clinical governance, reporting on risks, activity, demand and service accessibility.

Performance standard

The Family Coach is expected to:

- Contribute to the development, implementation and quality improvement of programs in collaboration with partners including governance framework, policies and procedures.
- Work closely with external partners including Mission Australia, Education, other Communities for Children stakeholders and members of the multi-disciplinary team to address waitlists and services access issues for families.
- Work with clinical lead and multidisciplinary team (including PCIT clinician, and Program lead) to complete intake and assessment of referred families as required and ensure that appropriate service provision is occurring for families as per the model.
- Facilitate and leads professional education as required.
- Participate in community consultation and co-design workshops with parents in a culturally sensitive manner as required.
- Participate in community events to develop and strengthen relationships with service providers in SouthWest Sydney.
- Provide expert child and family health support to families accessing the programs through individual, informal group, formal group and formal parent education.
- Provide evidenced based parent education programs to families (1:1 or in a group) accessing the program including but not limited to Circle of Security; Tuning Into Kids, Being a Parent, Bringing Up Great Kids etc.

2. Organisational

Duties:

To participate in the smooth operation of Karitane in accordance with the vision, values and strategic plan.

Performance Standard:

This is demonstrated by your ability to:

- Attend and actively participate and lead in meetings, as required.
- Participate in program planning and working parties.
- Consult with the multidisciplinary team regarding specific client issues.
- Maintain files and documentation in accordance with relevant legislative and policy requirements for record keeping and privacy protection.
- Undertake new or additional tasks as directed by management in response to the work setting.
- Promote harmonious relationships with the organisation.
- Act in accordance with the policies and procedures of Karitane.
- Assist in developing reports to Management and Community Services where required.
- Participate in on-going evaluation of the program.
- Participate in clinical supervision as required.

3. Professional Practice and Development

Duties

- To practice in accordance with the recognised care standards, the applicable professional Codes of Ethics, the NSW Health Code of Conduct, and any other legislation relevant to the role.
- To pursue professional development opportunities that support best practice in the field.

Performance Standard:

This is demonstrated by your ability to:

- Update your knowledge through self-initiated learning and participation in continuing education programs.
- Contribute to research and development in child, adolescent and family health.
- Participate in decision making about health care planning, practice and evaluation.
- Participate in professional activities, particularly those concerning child and family health.
- Develop and demonstrate an awareness of multicultural values, beliefs and practices to facilitate communication with clients and families.
- Contribute to the professional development of colleagues.

- Conduct and participate Performance Reviews as per Karitane Guidelines.
- Maintain professional registration.
- Participate in annual mandatory education activities.

4. Quality Improvement

Duties:

To participate in outcome based quality improvement activities that optimise levels of care, and improve customer satisfaction.

Performance Standard:

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved and lead change where applicable
- Participate in Quality Management activities and Accreditation programs.
- Implement regular audits, evaluations and reviews as necessary to assess the safety and quality of service delivery.
- Ensure practice standards are being followed

ABOUT US

Established in 1923, Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

OUR CARE

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

OUR VISION

Our impact will enable children to have the best start in life.

OUR PURPOSE

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

OUR VALUES

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Our Vision: Our impact will enable children to have the best start in life

Our Values: Respect, Innovation, Collaboration, Excellence

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

SUPPORTING OUR PEOPLE

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy.
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/ potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

PERFORMANCE MANAGEMENT

Performance appraisal will be carried out at three months and then annually with your Manager.

EXIT INTERVIEWS

Participate in an Exit interview on termination.

Employees Declaration

I have read this position description, I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

Employee's Name

Signature

Date

I have explained the duties and responsibilities of this position to the employee.

Chief Executive Officer

Signature

Date

POSITION DEMANDS CHECKLIST

PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Infrequent

PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in	Infrequent

sunlight	
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

Please print

Employee Signature:

Date: / /

Manager's Name:

Please print

Manager's Signature:

Date: / /