

POSITION DESCRIPTION

POSITION:	Volunteer Family Connect Coordinator
CLASSIFICATION:	Health Manager Level 1
OPERATIONAL BASE:	Shellharbour
HOURS:	24hrs per week; Fixed term: - Parental leave for up to 12 months
VACCINATION CATEGORY:	A including annual influenza vaccinations
RESPONSIBLE TO:	Community Programs Manager, Karitane

About You:

This is an exciting and unique opportunity to make a difference in the lives of families and children across Shellharbour LGAs. You will be coordinating the Volunteer Family Connect program and have exceptional skills in stakeholder management, community engagement and demonstrate an understanding of working with local families, their children and the community. You are familiar with the needs of the Shellharbour area and are passionate about making an impact. You are empathic, a good communicator and can connect and engage with a variety of partners, and families from diverse backgrounds. This role will require local travel.

About Volunteer Family Connect (VFC):

Volunteer Family Connect (VFC) is a community-based early intervention program providing one-on-one emotional support to parents and carers of young children (0-5 years old) in their home. VFC is a structured social relationship for parents who have additional challenges due to social isolation, limited informal supports and/or a lack of parenting skills and confidence.

The volunteers are provided with 30 hours of evidence-based child and family health training and supported by the VFC Co-ordinator. Families are matched with trained community volunteers who serve as a support and social bridge to the local community. Volunteers visit families for two hours per week for between 3-12 months. During home visits volunteers establish trusting, respectful and meaningful relationships with families, providing families with flexible practical and social support as well as information about appropriate community services to facilitate parent engagement and connection with these services and other community activities.

Programs aim to:

- Improve parenting perception: improve and strengthen parent's experiences, capacity, knowledge and confidence
- Create a brighter outlook: support parents to be future orientated and aspirational for themselves, their children and their family
- Increase community connectedness: improve participant's support networks volunteer and community connections

- Reduce social isolation/improve health: improve participants' sense of inclusion, reducing health risks.

KEY SELECTION CRITERIA

1. Qualifications and demonstrated experience in social or health services, education or community services or equivalent.
2. Experience in engaging volunteers and families, including training, recruitment and promotions.
3. Knowledge of issues affecting local families, including CALD families, within a partnership and strengths-based framework.
4. Demonstrated experience in developing referrals pathways, improving clinical processes, and assessing and prioritising the needs of families.
5. Demonstrated experience in stakeholder management and community development.
6. Effective written and verbal communication skills (including providing reports, data management); interpersonal, problem solving and conflict resolution skills.
7. Capacity to work autonomously, be a self-starter and have excellent time management skills.
8. Current NSW driver's license

CONDITIONS OF EMPLOYMENT

Temporary part time employment in accordance with The Named NSW (Non-Declared) Health-Employees-Agreement-FINAL-10-July-2019. Times and days may be varied according to the needs of the organisation. Karitane services are provided at a number of sites within the Sydney Metropolitan Area and Illawarra Region. The majority of Karitane's 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.

Child Safe Standards: -

"Karitane is committed to providing a safe, inclusive, and empowering environment for all children and young people. We are dedicated to upholding the Child Safe Standards, all staff share responsibility for maintaining a child safe culture".

VACCINATIONS

Category A workers are required to meet and maintain the vaccination criteria (as per the current NSW Health policy directive) including annual influenza vaccinations.

- **NOTE** - please read and understand NSW Health policy directive for more information -

STATEMENT OF DUTIES

Listed are the primary duties of this role and the Performance Standards required to undertake the duties of Volunteer Family Connect Coordinator

1. Program Coordination Duties:

To work in partnership with referred families by providing support, goal setting and skill development to promote optimal health and wellbeing for the family. Support and care are provided within the framework of Karitane Policies & Procedures.

Performance Standards

The VFC Coordinator is expected to:

- Lead, engage and participate in local community events as Karitane representative.
- Engage in local community development and project initiatives as required.
- Develop and maintain local stakeholder relationships that support the delivery of Karitane services and provide benefits to local community.
- The Volunteer Coordinator/Family Support Worker will be responsible for recruitment, placement and support of volunteers and the volunteer training program for Karitane in line with Karitane and VFC Policy and guidelines.
- Facilitate and contribute as required to the recruitment, training and ongoing training of the volunteers. The role entails assessment, accurate data management and appropriate matching of families and volunteers for referred families on the Volunteer Family Connect program (VFC)
- Facilitate, support and supervise family/ volunteer relationships.
- Ensure that volunteer / family reports are received in a timely manner.
- Support manager to recruit and induct suitable families and volunteers in Consumer/ Community Participation
- Participate in any related VFC research or data collection undertaken by Karitane and partners (e.g. the VFC Collaboration and Western Sydney University)
- Participate in the VFC Community of Practice with peers from Karitane and other nation wide VFC teams

2. Quality Improvement Duties:

Participate in outcome based quality improvement activities that optimise levels of care, and improve client/family satisfaction.

Performance Standards

The VFC Coordinator is expected to:

- Maintain volunteer files and family records.

- Facilitate and participate in the development of each family's outcome plan.
- Ensure outcome plans are regularly reviewed.
- Ensure that referral protocols are in place and followed.
- Facilitate the families' access to other services
- Conduct the initial home visit with the volunteer
- Support with all training services for volunteers to reflect best practice including, Child Protection and WH&S issues.
- Support with the delivery of specific training according to needs basis for volunteers.
- Support with the central record of volunteer attendance for training and ongoing training.
- Provide opportunities and encouragement for all volunteers to attend educational programs.
- Support and assist manager to develop and review Operational Guidelines for volunteers
- Support with strategies to recognise the contribution that volunteers make to all programs e.g. certificates, social functions.
- Encouraged to participate in regular case reviews with Karitane VFC team

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

• **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

4

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

Our Values: Respect, Innovation, Collaboration, Excellence

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 Assistance Program, Flare reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organisations or a registered Community Organisations you can transfer your leave entitlements to Karitane. (Long Service Leave for Community Organisations)

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 the Community Programs 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
_____	_____	_____

_____	_____	_____
Chief Executive Officer	Signature	Date
_____	_____	_____

POSITION DEMANDS CHECKLIST	
MOVEMENT	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	Frequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Frequent
Kneeling - remaining in a kneeling posture to perform tasks	Frequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Frequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Frequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Frequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Frequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Frequent
Reaching - Arms fully extended forward or raised above shoulder	Frequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Frequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
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	Frequent
Driving - Operating any motor powered vehicle	Frequent
SENSES	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Frequent
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	Frequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Frequent
Touch - Use of touch is an integral part of work performance	Frequent
INTERACTIONS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Frequent
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Frequent
EXPOSURE	FREQUENCY
Dust - Exposure to atmospheric dust	Frequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Frequent
Fumes - Exposure to noxious or toxic fumes	Frequent

Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Frequent
Hazardous substances - e.g. Dry chemicals, glues	Frequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Frequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Frequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Frequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Frequent
Confined Spaces - areas where only one egress (escape route) exists	Frequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Frequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Frequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Frequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Frequent

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: ____ / ____ / ____

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

Manager's Name: _____
Please print

Manager's Signature: _____ Date: ____ / ____ / ____