

# **FAMILY SUPPORT CASEWORKER**

**Established in 1985, we are a not-for-profit community based service supporting families on the Central Coast of NSW.**

## **About Us**

Established in 1985, we are a not - for - profit community based service supporting families on the Central Coast NSW. Working together with our community, we deliver services through partnerships with local organisations and government to fulfil our Vision and Mission.

We deliver a broad range of services for families, young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability.

The organisation also facilitates psycho educational evidenced based course work programs; activities, small community events; educational workshops and/or training and community building. Outreach services are delivered across the Central Coast region.

## **Our Vision**

We are committed to providing safe and inclusive support to empower families in our local community to thrive.

## **Our Mission**

Through education, advocacy and community connection we provide sustainable, flexible and strengths-based support which values every family's unique story.

## **Our Values**

- Safety
- Compassion
- Integrity
- Collaborative Learning



# POSITION DESCRIPTION FAMILY SUPPORT CASEWORKER

POSITION	Family Support Caseworker
FTE	Part time   28 Hours per week (flexible)
AWARD	Level 4   SCHADS Award
LOCATION	Kariong, NSW
DATE	5 January 2026
REPORTING TO	Practice Manager

## 1. ROLE OVERVIEW

The Family Support Caseworker role provides complex case management services and works collaboratively with families to identify strengths, mitigate risk factors, increase capacity for resilience and promote positive relationships. The role provides 1:1 interventions with families, including in the community and through home visiting.

The role contributes to raising awareness in the community and with other key service agencies, policy and decision making bodies about issues affecting families across the region, ensuring services are delivered in an integrated way.

The Family Support Caseworker will possess a sound knowledge of trauma informed service responses that can positively impact on family functioning and implement models that can assist in promoting change in behaviour and support parenting capacity.

The Family Support Caseworker may also facilitate parenting course work programs independently or in partnership with other service providers the community.

## 2. KEY RESULT AREAS AND RESPONSIBILITIES

Key Result Areas	Responsibilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide flexible services in convenient settings, including the family home or group setting, in order to engage families who may not ordinarily access services.</li> <li>• Build trusting relationships with families, their children and their support networks.</li> <li>• Provide information and support to families about parenting and the care of their children.</li> <li>• Demonstrate excellent assessment, planning and monitoring skills particularly where there are complex needs, including the capacity to identify and respond to risks where there is current statutory child protection involvement with families.</li> <li>• Ability to be flexible, adaptable and incorporate change in a work environment that is characterised by change.</li> <li>• Demonstrate excellent written and oral communication skills.</li> </ul>
<b>Information and Advice</b>	<ul style="list-style-type: none"> <li>• Build on and improve skills within the family including: home management, parenting information, behaviour management, and communication and family relationships.</li> </ul>

	<ul style="list-style-type: none"> <li>Engage with families to provide advocacy and referral to relevant community support services e.g. counselling, playgroups and universal health services.</li> <li>Assist families to establish links within the community and facilitate these links to relevant specialist services to ensure referrals are supported to enhance access in a timely or appropriate manner.</li> <li>Provision of information about child developmental needs and services available to support child development through early education.</li> </ul>
<b>Family Work / Case Management</b>	<ul style="list-style-type: none"> <li>Work in partnership with families to identify and achieve family goals through employing evidence informed practice.</li> <li>Provide modelling, coaching, training and feedback to strengthen parental capacity, communication and problem-solving skills.</li> <li>Identify and build on areas of family strength and enable skill development within the family, focusing on building children's resilience through strengths based interventions.</li> <li>Support and advice to parents regarding their children's needs and promote health, safety and the development of positive child/family relationships.</li> <li>Demonstrate a working knowledge of relevant policies/processes regarding the legislative framework which guides our work with children and young people. Identify and report significant risk of harm incidents to the appropriate authority in line with CCFSS policy.</li> <li>Work in partnership with families and other organisations to address complex issues impacting on the wellbeing of families. This may involve skills and knowledge regarding challenges associated with: domestic violence, trauma, alcohol/drug misuse, homelessness etc.</li> <li>Undertake written assessment and report writing including ongoing assessment of strengths and needs to inform detailed client case plans and case notes.</li> <li>Provide case management services by participating in case conferences, case plan meetings / reviews and case worker meetings as necessary.</li> <li>Facilitate support groups for families including the provision of parenting information programs and/or information.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>Establish and maintain specific and identified links within the local service provider network, including maintaining strong collaborative professional relationships with key internal and external stakeholders.</li> <li>Demonstrate sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality in dealing with a wide range of client groups.</li> <li>Work closely with and provide support to a strong outcomes focused team that is aligned with the organisations purpose.</li> <li>Understanding and respect for the needs of diverse communities particularly Aboriginal and Torres Strait Islander Communities.</li> <li>Assist families to build connections with appropriate services, community support and informal social networks</li> </ul>
<b>Course Work Facilitation</b>	<ul style="list-style-type: none"> <li>Facilitate course work programs independently or in partnership with other service providers.</li> <li>Plan and implement group work programs with local service providers, schools, health services, government and non-government departments to develop and foster positive working relationships.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide group work participants with relevant information and/or referral as appropriate.</li> </ul>
<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Maintain quantitative/qualitative data collection and outcomes measurement as required by the Practice Manager and the funding body.</li> <li>• Work effectively with all team members to ensure ongoing development of a dynamic, creative and cohesive team ensuring the development of solid, equitable and honest relationships that support a strong team approach.</li> <li>• Implement CCFSS's policies and procedures, including upholding organisational values and mission.</li> <li>• Participate in regular training, supervision, staff meetings and performance reviews required.</li> <li>• Develop positive working relationships based on equality between all team members, acknowledging the importance of health and wellbeing of employees, volunteers and visitors when making decisions.</li> <li>• Ensure that CCFSS family work principles are implemented.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Excellent computer literacy skills in Microsoft packages and the ability to adapt to new technologies.</li> <li>• Ensure client confidentiality in the maintenance of files and other written records.</li> <li>• Contribute to the promotion of the organisation through development of promotional material and networking as identified.</li> <li>• Participate in processes for providing integrated service delivery between CCFSS projects and attend relevant meetings to support this integration.</li> <li>• Provide outreach assistance in your own comprehensively insured motor vehicle.</li> <li>• Provide formal written reports on the project as requested by the Practice Manager or Executive Officer.</li> <li>• Other appropriate tasks as required.</li> </ul>

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

CCFSS is committed to equity and equality for consumers and employees, building diverse and inclusive services and work environments, where all peoples from Aboriginal and Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated.

### 3. ORGANISATIONAL RELATIONSHIPS

<b>REPORTS TO:</b>	<b>Practice Manager</b>
<b>INTERNAL RELATIONSHIPS:</b>	<b>All CCFSS team members and volunteers</b>
<b>EXTERNAL RELATIONSHIPS:</b>	<b>External service providers, Community, DCJ</b>

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## CENTRAL COAST FAMILY SUPPORT SERVICES ORGANISATIONAL CHART



#### 4. KEY SELECTION CRITERIA

Family worker roles are varied and have a wide scope of responsibilities and opportunities to develop and grow the program. The main duties of the position are to provide effective casework services to children and families living across the Central Coast region.

Positions may also facilitate group work as identified. Flexible working hours/days negotiated to right applicant. The position provides services to a number of different client target groups including families with children who have a disability, very young parents and grandparents raising their grandchildren. Broadly outline your experience in working with these target groups and address each of the essential criteria individually.

##### Essential Qualifications and Experience

1. Post-secondary qualification in a relevant discipline such as social science, human services, social work or community welfare with demonstrated experience working with vulnerable families.
2. Sound knowledge of child and adolescent development and exceptional knowledge of effective parenting and behaviour management techniques.
3. Highly effective verbal and written communication skills with a sound knowledge of Microsoft Office applications.
4. Demonstrated ability to manage a number of key relationships and to work in collaboration with stakeholders both internally and externally.
5. Demonstrated ability in case management using strengths based approaches when working with disadvantaged and vulnerable families who have multiple complexities.
6. High level of interpersonal skills with a demonstrated ability to communicate and engage children, young people and their families who may come from diverse backgrounds with an array of complex social and family issues.
7. An ability to work independently and prioritise own work tasks.
8. Demonstrates responsibility for work outputs and supports other team members to achieved desired results.
9. A current driver's licence and access to a comprehensively insured motor vehicle for work use.
10. Demonstrated experience, expertise and commitment to working in the child and family services sector.
11. Current NSW Working With Children's Check

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## DESIRABLE

Accreditation in evidence based parenting programs – Triple P, Circle of Security, 123 Magic etc.

## 5. APPLICATION PROCESS

If you feel that you are suitably qualified and experienced for this position please provide the following in the application.

- A cover letter addressing how your skills and experience meet each of the essential criteria.
- An up-to-date resume.

These documents should be clearly marked "Position Application" along with the names of two professional referees, and emailed to: **ccfss@ccfss.com.au** or alternatively post your application to:

Central Coast Family Support Services Inc.  
PO BOX 7125, Kariong, 2250

**Closing date for applications is Friday 30 January 2026. Applications will be screened prior to the closing date with suitable applicants invited for interviews. A talent pool may be created to fill any future vacancies.**

Enquiries or a confidential discussion about the position may be directed to Sarah Grey on 4340 1585 or [sarah@ccfss.com.au](mailto:sarah@ccfss.com.au)

Persons of Australian Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not have the essential qualification, may apply for and be considered for this position. CCFSS employs staff reflective of the diverse communities we work with. We welcome and encourage applications from all backgrounds, ages, and identities, and are happy to adjust our recruitment process to support accessibility needs.