



## Job Description Form

# Family Support Officer

### Position Details

<b>Position Number:</b>	Generic
<b>Classification:</b>	OOU2
<b>Award:</b>	Public Service Award
<b>Agreement:</b>	Child Protection Agreement
<b>Organisational Unit:</b>	Child Protection and Family Support / CPFS Service Delivery
<b>Location:</b>	Metropolitan and Regional WA
<b>Classification Date:</b>	
<b>Effective Date:</b>	June 2025

### Reporting Relationships

**This position reports to:**

Assistant District Director, Specified Calling Level 4

Team Leader Child Safety, CSQ3

**Positions under Direct Supervision:**

This position has no subordinates.



## About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

## Role Statement

The Family Support Officer, in accordance with the principles of engagement, inclusiveness, collaboration and capacity building is responsible for:

- Providing supervision and transport services for families, children and young people.
- Providing information and support to families, children and young people about accessing Department and community resources.
- Providing administrative assistance as required.



## Position Duties and Responsibilities

### 1. Supervision and Transport Services

- 1.1 Provides supervision services for families, children and young people.
- 1.2 Organises or provides transport services for families, children and young people.

### 2. Families

- 2.1 Engages with families, in a respectful and honest manner, within challenging environments including situations of conflict.
- 2.2 Assists families and significant others such as carers in accessing relevant agencies and community resources.
- 2.3 Engages communities of interest to support families and children.

### 3. Children and Young People

- 3.1 Provides ongoing support and assistance, including mentoring, to children and young people under the direction of the Team Leader or relevant line manager.
- 3.2 Engages with children and young people, their families and carers to ensure their safety and wellbeing.

### 4. Administration

- 4.1 Under supervision maintains records and statistical data requirements.
- 4.2 Provides timely advice and reports.
- 4.3 Participates in meetings and supervision as a contributing member of a team.
- 4.4 Contributes to research and evaluation of community services and responses.
- 4.5 Manages Government resources in accordance with Government and Department policy.
- 4.6 Participates in training as required.
- 4.7 Assists administration staff with, or undertakes, clerical and other duties.



## Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

## Work Health and Safety Responsibilities

### All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

### Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



## Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated skills in engaging, working and communicating respectfully with families, children and young people, carers, communities, other District staff and significant others.
2. Ability to work with Aboriginal and Torres Strait Islander, culturally and linguistically diverse communities, families, children and young people.
3. Ability to accurately provide a written and/or verbal record of observations.
4. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence.

## Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.
3. Appointment is subject to a satisfactory Client and Child Protection Check.
4. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.