



## Job Description Form

# Parent Visitor

### Position Details

<b>Position Number:</b>	Generic
<b>Classification:</b>	Level 2
<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:**

Team Leader Child Protection, 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

This position is responsible for:

- providing In-home visiting services for parents and carers;
- assisting the Department of Communities (the Department) workers in delivering individualised parenting and care plans;
- undertaking homes and community visits to provide culturally appropriate support and assistance to parents and carers, and
- participating in a range of home and community activities with parents and carers to achieve the goals of parenting and care plans.



## Position Duties and Responsibilities

### 1. Key Responsibility Area and Related Duties

- 1.1 Establishes rapport with parents and carers and children in order to develop trust to achieve the goals set in the individualised parenting and care plan.
- 1.2 Works collaboratively with Department workers to identify parents and carers' strengths, establish goals for the services, and review progress.
- 1.3 Develops and implements culturally appropriate strategies and approaches to achieve the identified goals of the individualised parenting and care plan.
- 1.4 Participates in a range of home and community activities with parents/carers to achieve goals of parenting and care plan.
- 1.5 Provides Department workers with detailed feedback in relation to the work.
- 1.6 Participates in the preparation of reports and maintaining databases.
- 1.7 Identifies and maintains appropriate resources for children and parents and carers including referral sources, resource materials and information.
- 1.8 Participates in team meetings and supervision.
- 1.9 Works safely within sound Work Health and Safety policies and procedures.
- 1.10 Builds and maintains effective relationships between the Department workers, families, Government agencies and other key stakeholders in order to achieve program outcomes.
- 1.11 The Parent Visitor may be required to carry out a range of activities in the home or the community, as part of the role.

These may include some physical activities, modelling parenting and assist parents and carers to develop their household management skills and routines.



## 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. Proven high level of interpersonal skills and good written and oral communication skills.
2. Demonstrated skills and knowledge engaging and coaching parents and carers, children and families, particularly those from Aboriginal and Culturally and Linguistically Diverse (CaLD) backgrounds.
3. Relevant knowledge of child development and an understanding and management of challenging and difficult behaviours.
4. Demonstrated ability to develop, build and maintain relationships with other agencies and community-based organisations.

## 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. Available to attend offsite meetings outside of normal working hours.
5. The occupant of this position must have the ability to travel to and work in various Department Offices in the Perth Metropolitan Area in response to organisational requirements.
6. Able to travel by air to remote regional locations and to stay overnight or for short periods.
7. 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.