



POSITION DESCRIPTION

Family Strengthening Worker

PURPOSE OF THE ROLE

The Family Strengthening worker walks alongside Aboriginal and Torres Strait Islander families with children aged 0–18 years, honouring the central role of family, community, and culture in raising children strong and proud. Grounded in a deep respect for self-determination, the role nurtures each family's own strengths, knowledge, and connections, recognising that culture is not a barrier to be navigated, but the foundation from which healing and growth emerge.

The program centres the voices of families, supporting them to define what wellbeing looks like on their own terms. It promotes the health and social and emotional wellbeing of children, young people, and their families, and works to prevent harm by addressing the underlying causes, not just the symptoms through early, responsive, and culturally safe support.

The strengthening worker understands that times of transition and crisis are often shaped by historical, intergenerational, and systemic factors. They bring cultural humility, lived awareness, and genuine relationship to their practice, building trust with families over time and walking beside them, not in front of them.

Working in true partnership with families, the strengthening worker supports them to identify their own goals, draw on their own solutions, and lead the way toward outcomes that are meaningful to them. This is not a service done to families, it is a journey walked with them, always guided by community, country, and culture.






POSITION DETAILS	
Position Title:	Family Strengthening Worker
Location / Department / Division:	Families, Healing and Support Services, 103-107 Hare Street Echuca Vic 3564
Reports to:	Families, Healing and Support Manager
Positions reporting to this role:	NIL
Hours:	37.5 Hours per week, Full time
Budget / Funding:	302008
Award and Pay Grade / Level:	Award: Social, Community, Home Care and Disability Services Industry Award 2010 Level: 4
Pay Point classification (if applicable)	Pay point: 1
Position Description last reviewed:	17/06/2026

KEY ACCOUNTABILITIES

- Provide culturally safe, trauma-informed, and strengths-based support to families, including assessment, co-developed case planning, direct service, case coordination, and case closure.
- Assist families to build parenting confidence, understand family dynamics and child development, and develop the skills and connections needed to care for their children safely.
- Provide information, referrals, outreach, and transport support to enable families to access appropriate services.
- Centre Aboriginal self-determination in all practice, supporting families to lead their own goals and maintain meaningful connections to culture, kin, and community.
- Advocate for families with external services and agencies, and represent Njernda and community at forums, courts, panels, and committees as required.
- Uphold a proactive commitment to child safety, applying mandatory reporting obligations under the Children, Youth and Families Act 2005 and Njernda’s Child Safety Policy.
- Apply MARAM-aligned practice to identify, assess, and respond to family violence risk, working collaboratively with The Orange Door and specialist services as required.
- Maintain accurate, timely, and confidential client records using the CSNET system, and comply with all relevant legislative, reporting, and organisational requirements.
- Participate in team meetings, supervision, performance appraisal, and ongoing professional development as required.
- Any other relevant duties, within scope of skill level and training, as required by your manager from time to time.

ORGANISATIONAL RESPONSIBILITIES

Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

NJERENDA VALUES	
All staff are expected to behave in a way that is in alignment with our values:	
<p>Respect</p> 	<p>Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.</p>
<p>Accountability</p> 	<p>Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.</p>
<p>Resilience</p> 	<p>Encouraging cultural and spiritual growth to enable personal growth</p>
<p>Advocacy</p> 	<p>Working to transform the disadvantaged and challenge the causes that impact on our community.</p>
<p>Cultural Sensitivity</p> 	<p>Welcoming and serving our community with understanding and without judgement.</p>

KEY RELATIONSHIPS	
Internal	External
<p>Family Services Coordinator Families, Healing and Support Manager Family Services Team Members Njernda Health and Ageing and Allied Health Youth and Wellbeing Unit Berrimba Childcare Centre Yakapna Healing Centre Baroona Youth Healing Centre Housing and Crisis Service</p>	<p>DFFH The Orange Door Anglicare – specialist family services Echuca Hospital and Health services Courts, Legal Services, Panels and Committees Private Housing Providers Community Organisations and networks NDIS</p>

SELECTION CRITERIA
Essential:
<p>Qualifications</p> <ul style="list-style-type: none"> Degree/Associate Diploma in Community Services, Child, Youth and Family Intervention, or a related discipline with significant experience.
<p>Skills</p> <ul style="list-style-type: none"> Demonstrated knowledge and understanding and respect for Aboriginal and Torres Strait Islander culture, history and community and a genuine commitment to Aboriginal self - determination. Ability to work with vulnerable families using trauma-informed and strengths-based approaches,

- acknowledging the impacts of intergenerational trauma and building genuine trust over time.
- Strong written and verbal communication skills with the ability to advocate effectively for families, engage sensitively with Aboriginal people and work cooperatively as part of a multidisciplinary team.
- Understanding of Family Violence impacts on Aboriginal Families, awareness of MARAM Framework and ability to work collaboratively with The Orange Door and specialist services.
- Ability to evaluate family functioning and navigate social barriers, specifically focusing on strengthening parent-child bonds, building parenting skills, and assisting with household management.
- Sound knowledge of the Children, Youth and Families Act 2005, Child safe standards, Mandatory reporting obligations and the Best Interest Case Practice Model (BICPM), with a non-negotiable commitment to child safety in all aspects of practice.
- Demonstrated experience in case work and case management, including strengths-based assessment, co-developed case planning, and supporting families across the full case management continuum from intake to closure.

Experience

- 2 Years of experience in Family services case management role or similar.

Satisfactory evidence of:

Pre-employment checks not limited to at least two professional referee reports, proof of identity and qualifications, National police check, Working with Children’s Check, full Victorian driver’s license, disclosure of any pre-existing illness / injury and vaccination status, negative alcohol and drug screening assessment, in line with Njernda’s policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.

DESIRABLE:

- Experience working within an Aboriginal Community Controlled Organisation (ACCO).

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / /

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File