

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Family Group Conferencing Convenor
Directorate / Service / Program	Family Support and Care Services / Restoring Families
Reports to	Practice Leader – Restoring Families
Location	Hamlyn Heights
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5.1
Date Revised	April 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Family Group Conferencing Convenor (FGCC) forms part of Meli's Family Support and Care Services Directorate and will work as part of a larger team committed to the delivery of an integrated, innovative and evidence informed model of family support across the Barwon Southwest area.

In line with the Victorian Strategic Framework for Family Services, Meli has evolved our Family Support Platform to align our service responses around Connecting, Strengthening and Restoring Families with a focus on earlier intervention, diversion and recovery responses.

Restoring Families supports children and young people from pre-birth and up to the age of 18, and their families, experiencing multiple, complex needs, and who are at elevated risk of pervasive, lifelong harm to their safety, development and wellbeing.

Interventions within this model are designed to provide children and families with an intensive service response, and a pathway into a sustainable network of support, through connection to integrated support as early as possible in their involvement with statutory services to divert or reduce their progression into the system.

The FGCC role provides family-facing, targeted support to families engaged with Restoring Families case management across the Greater Barwon region. While the position is auspiced by Meli, the FGCC supports families referred through all agencies funded to deliver Restoring Families interventions.

Family Group Conferencing is a family-led, strengths-based collaborative planning and decision-making process that supports families to identify solutions and develop a plan for promoting stability, safety and healthy development of children and young people, grounded in families' own relationships, culture and lived experience, while being informed by relevant professional input. It has a focus on strengthening family authority, family connectedness, capability and support networks.

Engagement with Family Group Conferencing may occur at various points during a family's involvement with Restoring Families case management support, based on assessed need and professional judgement. The FGCC will contribute to shared planning and coordination processes to promote best outcomes for families, while retaining independence in their facilitation to preserve family authority and the integrity of the conferencing process.

The key objectives of this role are:

- Work in close collaboration with Restoring Families Coordinator (RFC) to coordinate access to FGCs across the area, as well as with team leaders, lead practitioners, Child Protection (where relevant) and other key partners.
- Deliver family-led, strengths-based collaborative planning and decision-making process. Meet with families and facilitate conferences at times and in various locations that are convenient for families.
- Enable and empower children and families to access early intervention supports that promote health and wellbeing, valuing families as experts in their own lives and working in partnership to balance family voice with professional knowledge, reducing the need for statutory intervention.
- Support families to come together, understand concerns and develop their own practical, sustainable plan that prioritises child safety, wellbeing, cultural connection and healthy development without making decisions on behalf of families.
- Actively support Aboriginal self-determination and align with the principles of Wungurilwil Gagapduir – Aboriginal Children and Families Agreement
- Developing necessary processes, procedures and tools within the local area, to fulfil the functions of the role, in line with approved statewide parameters.
- Contribute to the ongoing design and iteration of the Restoring Families Service Delivery Model, and to participate in all relevant evaluative activities designed to inform system improvements and future investment.

This role may involve working outside standard business hours to enable participation of family members and kinship networks

Key Accountabilities

Duties of this position may include, but are not limited to the following:

Family Group Conferencing:

- Demonstrated high-level skills in facilitating family-led, strengths-based planning and decision-making processes, such as Family Group Conferencing, including preparation and coordination of conferences, safeguarding family authority during decision-making, and supporting the implementation and review of family plans. This includes leading all stages of the FGC process—pre-conference engagement and preparation, conference facilitation, and post-conference follow-up.
- Proven ability to engage, prepare and support families, children, young people, extended family and kinship networks through all stages of a conferencing or planning process, while safeguarding family authority and child safety.
- Strong mediation, negotiation and conflict resolution skills, including the capacity to manage emotionally charged and complex discussions.
- Demonstrated ability to maintain a clear focus on child and adolescent safety, wellbeing, stability, development and cultural connection, while supporting families to develop practical and sustainable plans.
- Sound understanding of risk and needs assessment frameworks and the ability to apply professional judgement within complex family systems.

Meeting the needs of Aboriginal children and families:

- Demonstrated commitment to and experience in delivering culturally safe, trauma-informed practice, particularly with Aboriginal children, families and communities.
- Demonstrated commitment to ensuring Family Group Conferencing practice actively supports Aboriginal self-determination by aligning with the principles of Wungurilwil Gagapduir – Aboriginal Children and Families Agreement, prioritising Aboriginal culture, identity and connection, working in partnership with Aboriginal Community Controlled Organisations, embedding culturally safe and informed practice, and supporting Aboriginal families to lead decision-making for their children.

Information Sharing:

- Demonstrated knowledge of and ability to work within relevant legislative and policy frameworks, including the Child Information Sharing Scheme, Family Violence Information Sharing Scheme, Children, Youth and Families Act 2005, and Family Violence Protection Act 2008.

Risk and Compliance Management:

- Participate in risk management processes, ensuring compliance with regulatory, legal, and organisational standards, including addressing complex incidents and implementing risk mitigation strategies.

Stakeholder Engagement and Partnership Building:

- Demonstrated ability to cultivate and maintain relationships with key stakeholders, including clients, community organisations, government agencies, and service providers to foster collaboration and enhance service access.
- Proven ability to work collaboratively within multidisciplinary teams and across service systems, including with family support practitioners, Child Protection, government agencies and community partners.
- Demonstrated capacity to contribute to shared planning and coordination while maintaining independence and integrity in facilitation roles.

Data Management, Quality Assurance and Continuous Improvement:

- Demonstrated experience using data to support evaluation, continuous improvement and quality assurance activities.
- Proven ability to record and maintain data in accordance with DFFH program requirements and legislation. Participate in ongoing evaluation activities including local implementation and DFFH learning forums to support continuous improvement of FGCC practice across the Restoring Families platform.
- Proactive engagement in core capability training, action learning, and practice reflection opportunities to support the client support model, while also participating in supervision and relevant meetings to ensure continuous professional development.
- Sound understanding of methods to support capability building and drive practitioner understanding of FGC

Crisis Management and Decision-Making:

- Commitment to reflective practice, professional supervision, capability building and ongoing learning. Willingness to seek secondary consultation and advice from relevant experts, specialists and experienced peers to support decision-making.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- A relevant tertiary qualification in Social Work, Psychology, Community Services, Behavioural Sciences or related field
- Demonstrated experience in child and family services, child protection, family group conferencing or related fields.

- Demonstrated strong skills in engagement, facilitation, mediation and negotiation
- Demonstrated understanding of risk and needs assessments
- Experience delivering culturally safe and trauma-informed practice, including with Aboriginal children and families

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Barwon DFFH funded Restoring Families providers
- Department of Families, Fairness and Housing, including Child Protection
- Barwon Family Services Alliance
- VicPol, Magistrates Court and Department of Justice and Regulation
- A range of Community Based Organisations and Health Services
- Education Providers

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations	Sometimes

(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	Sometimes
Attending external locations including client homes	Often

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.