

Position Description

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

Position Title	Family Connection & Participation Worker
Directorate / Service / Program	Family Support & Care Services / Connecting Families
Reports to	Team Leader, Connecting Families
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 3
Date Revised	February 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 Child and Family Practice Assistant provides practical, program-based assistance to children, young people, and families within the Family Support and Care Services directorate.

Working under the guidance and supervision of an allocated Practitioner or Caseworker/Key Worker, the role supports service delivery by assisting families to engage with community, health, education, and social opportunities, and by reducing practical and systemic barriers to participation and inclusion.

In collaboration with Practitioners/Caseworkers, the Child and Family Practice Assistant contributes to the identification of barriers impacting families' ability to achieve meaningful community connection. This is achieved through shared reflection,

observation, and communication about family circumstances and access challenges, and by supporting agreed strategies that promote equitable access and participation.

The role provides practical, task-based assistance, including support with day to day activities and preplanned transport to services, appointments, playgroups, and social or community activities, promoting stability, consistency, and predictability for children, young people, and families.-to-day activities and pre-planned transport to services, appointments, playgroups, and social or community activities, promoting stability, consistency, and predictability for children, young people, and families.

The Child and Family Practice Assistant also supports the delivery of structured group activities, including supervised playgroups, in accordance with program guidelines and practitioner direction.

Clear, respectful, and transparent communication is a key component of the role. This includes maintaining effective communication with Practitioners/Caseworkers, children, young people, and families, and providing verbal and written feedback to allocated Practitioners/Caseworkers following the completion of delegated tasks or activities, in line with organisational and program requirements.

Key Accountabilities

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

Service Delivery:

- Deliver practical assistance and delegated tasks as guided by an allocated Practitioner or Caseworker/Key Worker.
- Support the planning and delivery of playgroups and structured family activities under practitioner supervision, ensuring safe, inclusive, and developmentally appropriate environments.
- Assist families to attend appointments, programs, and community activities where transport, supervision, or engagement may otherwise be a barrier.
- Build and maintain respectful, collaborative relationships with internal and external stakeholders, including Child Protection, Maternal and Child Health, schools, early learning services, health services, and community organisations.
- Accurately record service delivery activities and observations in accordance with program requirements, organisational policy, and legislative obligations.

Program accountabilities and duties:

- Work collaboratively with allocated Practitioners/Caseworkers and Line Management to implement agreed practical strategies and supports.
- Seek guidance, secondary consultation, and clarification when required to support safe and effective service delivery.
- Promote consistency, stability, and predictability for children, young people, and families through reliable and responsive practice.
- Deliver services that recognise family strengths and capabilities while responding appropriately to identified vulnerabilities and risks.
- Contribute to a culturally safe, inclusive, and trauma-informed service environment.

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

- Qualification in or working towards a qualification in Social Work, Early Childhood, Psychology, Nursing, Alcohol and Other Drugs or related field.
- Ability to engage with young people, families and children with empathy and warmth.
- Demonstrated skills/understanding of risk and needs assessments.
- Demonstrated ability to respond to crisis situations.
- Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture

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
- Department of Families Fairness and Housing
- Wautharong and Gunditjmarra Aboriginal Co-operatives
- Barwon and South West FPR group
- Education and Employment providers
- A range of community-based organisations including but not limited to health 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	Sometimes
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Often
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations <i>(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)</i>	Often
Working outside in differing weather conditions	Often
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.