

## Family Time Program

### Frequently Asked Questions - Family Time Worker Role

<p><b>How many hours will I need to work as a minimum? What if my schedule changes?</b></p>	<p>Roles are casual, and applicants will be asked to identify their availability as part of the application process.</p> <p>You work around your availability and when there is demand for family time supervision.</p> <p>You share your availability with the scheduler and Team Leader and update them if it changes.</p> <p>If you need to take a semester off for student placement, you can arrange this in consultation with your Team Leader.</p>
<p><b>Will I receive training for the role? Where will this be held?</b></p>	<p>You will receive comprehensive training, both face-to-face and online training when you start, along with the opportunity to shadow experienced Family Time Workers or caseworkers before supervising family time independently.</p> <p>During the training sessions, you'll learn about DCJ, your role, and receive specialised training on child development, trauma, and coaching parents—including having difficult conversations.</p> <p>The face-to-face training will likely take place in your district, but if you need to travel to Sydney or elsewhere, your travel and accommodation costs will be covered if you live in a regional area.</p>
<p><b>What will I do?</b></p>	<p>In this role, you will transport children and oversee family time visits between children in out-of-home care (OOHC) and their families. Children and families will be referred to family time workers from a caseworker.</p> <p>The role includes:</p> <ul style="list-style-type: none"> <li>● supporting children, parents and families to have quality time at the visit,</li> <li>● basic coaching of parents as needed</li> <li>● taking notes about what happened at family time and preparing a report based on your notes.</li> </ul> <p>You may also be asked</p> <ul style="list-style-type: none"> <li>● to transport children to other meetings, appointments or activities</li> <li>● to supervise children in the office or another location</li> <li>● to attend meetings with the casework team when needed.</li> </ul> <p>Comprehensive training will be provided for all aspects of the role.</p>

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<p><b>Where will I work from and who will I report to?</b></p>	<p>You will work in a number of locations, including in DCJ offices (called Community Services Centre or CSCs), driving around and in the community (eg at a park).</p> <p>During the application and interview process we will speak with you about which CSC/s will be your main office. In most cases this will be one or two close to your home, but it will depend on the need for family time work.</p> <p>You will report to a Family Time Team Leader in your district during weekdays and to an on-call Team Leader when working on weekends.</p> <p>The district Team Leader will be your direct line manager, providing support and supervision.</p> <p>You will also work closely with casework teams who are involved with the families you supervise.</p>
<p><b>Will I work 9am to 5pm or will some of the work be outside of hours and on weekends?</b></p>	<p>Some work will be scheduled before 9AM, after 5PM, and on weekends.</p> <p>Family time workers will work based on when they are available, balanced against when children and families need supervision.</p> <p>A Family Time Team Leader will be available for support and check-ins no matter when you work.</p> <p>Penalty pay rates will apply for work on weekends.</p>
<p><b>Will this role help me gain temporary or ongoing employment with DCJ in the future?</b></p>	<p>While you would need to apply for a caseworker or other position and go through the recruitment process, your experience as a Family Time Worker will provide valuable insights into the caseworker role and DCJ as an organisation.</p> <p>Experience as Family Time Worker will provide you practical experience and exposure to other roles within DCJ, including caseworker roles.</p>

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<p><b>What skills and experience are needed to successfully apply for this role?</b></p>	<p>You will need good interpersonal, communication and organisational skills.</p> <p>While none of the following is essential, they will all make you a strong candidate:</p> <ul style="list-style-type: none"> <li>• experience caring for or working with children</li> <li>• language and cultural skills</li> <li>• studying at TAFE or University in related subjects, such as social work, psychology or child care</li> <li>• holding a degree in a related field is also desirable.</li> <li>• previous experience as a family time worker or in related roles such as child care or disability</li> </ul> <p>Family Time Workers will need the ability to ensure the safety and well-being of children aged 0-18, including those with disabilities or challenging behaviours, both while in the car and during family visits. You will receive training to help with this task.</p>
<p><b>What are some challenges I might face in this role?</b></p>	<p>Some of the key challenges include managing complex family dynamics, building relationships while maintaining boundaries, working with children of varying abilities and behaviours and working with caseworkers who are managing multiple priorities.</p>
<p><b>What supervision, support and training will I be provided?</b></p>	<p>To support you to do your job well, you will receive training in child development, trauma-informed practices, and working with children with disabilities or challenging behaviours. You will also receive support in report writing and to understand program guidelines.</p> <p>You will be supported in your role by a family time team leader and the child’s casework team. You may also work with another Family Time Worker if supervising a large or complex family.</p> <p>You will undertake ‘coaching’ training, to prepare you for common scenarios in the role.</p> <p>All Family Time Workers who have not had experience supervising family time before will ‘shadow’ experienced workers before they supervise family time on their own.</p> <p>Family time workers will also have access to on call support from a team leader.</p>

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<p><b>When will I get paid?</b></p>	<p>Pay is processed fortnightly, once your timesheet is added to the NSW Government Payment System and approved by your team leader.</p> <p>Team Leaders will only approve your timesheet after you have submitted your family time report.</p>
<p><b>Can I have another job?</b></p>	<p>As a casual employee you can have another job, including a job working for an external provider or non government organisation.</p> <p>Your team leader will work with you so you are managing a healthy work/life balance.</p> <p>If a potential conflict of interest arises, this will need to be declared and managed following the DCJ Conflict of Interest Policy and Procedure.</p>
<p><b>Will I need to use my own car? What resources will I be provided?</b></p>	<p>No. You will always use a DCJ car for transporting children to and from locations.</p> <p>You will also be provided with a mobile phone and have access to a pool laptop.</p>