



Family Engagement and Support Educator Job Description

Employment Type: Casual

SCHADS Award: Level 2:1

Reports To: Team Leader / Management - Little Petal

Role Purpose

The Family Engagement and Support Educator provides direct, child-centred and family-focused support to children, young people, and families supported by Little Petal. The role focuses on supporting daily routines, emotional regulation, learning, behaviour support, and safe participation in family and community life. Family Engagement and Support Educators work with families experiencing vulnerability, disability, trauma, or complex circumstances and deliver support in a respectful, trauma-informed, and relationship-based manner.

This role primarily involves direct service delivery and operates within established plans, procedures, and guidance, with access to escalation and support from a Team Leader or management when required.

Scope and Level of Responsibility

The Family Engagement and Support Educator role involves:

- Delivering direct support to children and families within defined plans and guidance
- Following established routines, safety plans, and behaviour support strategies
- Exercising judgement within clear parameters
- Escalating concerns, incidents, or risks appropriately
- Working collaboratively with families and within a broader team structure

The role does not hold primary responsibility for staff supervision or complex risk decision-making and relies on Team Leader support for escalation and guidance.

Key Duties and Responsibilities

1. Direct Support to Children and Families

- Provide direct supervision and support to children within family homes, community settings, schools, and off-site environments
- Support children with daily routines, including before and after school routines



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- Assist children to develop emotional regulation skills and manage transitions
- Support children to prepare for and attend school, including transport support where required
- Safely supervise children during outdoor, recreational, and extracurricular activities

2. Personal Care, Wellbeing and Daily Living Support

- Support children with personal hygiene routines, including handwashing and self-care skills
- Supervise and support toileting needs, including potty training and nappy changes where required
- Prepare and encourage nutritionally appropriate meals in line with dietary requirements and family guidance
- Administer basic first aid when required and report incidents in line with organisational procedures

3. Behaviour Support and Role Modelling

- Implement behaviour support strategies and safety plans as directed
- Model appropriate behaviour management techniques that meet children's physical, emotional, and developmental needs
- Respond calmly and professionally to emotional dysregulation or challenging behaviour
- Support primary carers to strengthen positive interactions and routines

4. Child Safety, Duty of Care and Mandatory Reporting

- Maintain a safe environment for children at all times
- Fulfil duty of care obligations by identifying and responding to foreseeable risks
- Report concerns relating to child safety, harm, or neglect in accordance with legal and organisational requirements
- Follow Little Petal procedures for incident reporting and escalation



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5. Educational and Developmental Support

- Plan and facilitate age-appropriate, and safe activities aligned with children's interests, abilities, and goals
- Support children with homework and school-related tasks
- Promote children's social, emotional, physical, and cognitive development through play-based and structured activities

6. Transport and Community Access

- Safely transport children to and from school, childcare, appointments, and community activities using a registered, roadworthy, and insured vehicle
- Ensure child safety during transport, including appropriate use of restraints and adherence to road rules
- Support children to safely access community-based activities and services

7. Documentation and Communication

- Complete accurate, timely, and objective case notes and records
- Communicate respectfully and professionally with families, carers, and colleagues
- Escalate concerns, incidents, or uncertainties to a Team Leader or management
- Participate in supervision, team meetings, and reflective practice as required

8. Professional Conduct and Team Participation

- Uphold Little Petal's Code of Conduct and professional standards
- Maintain appropriate professional boundaries at all times
- Work collaboratively as part of a multidisciplinary team
- Maintain confidentiality and respect privacy obligations
- Represent Little Petal in a professional and respectful manner

Essential Knowledge, Skills and Attributes

- Demonstrated ability to work respectfully with children and families
- Understanding of child safety, duty of care, and mandatory reporting obligations



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- Strong emotional regulation, patience, and professionalism
- Ability to follow guidance, plans, and procedures
- Clear communication and relationship-building skills
- Willingness to seek guidance and escalate concerns when required

Essential Requirements

- Current Working With Children Check (DHS)
- Current First Aid and CPR certification
- Completion of Child Safe Environments training
- Completion of Responding to Risks of Harm, Abuse and Neglect training
- Demonstrated experience working with children of varying ages and developmental needs
- Current driver's licence and access to a reliable, registered, and insured vehicle

Desirable Qualifications and Experience

- Certificate III in Children's Services, Community Services, Disability, or a related field
- Training or experience in trauma-informed practice or attachment-based approaches
- Experience working with families experiencing vulnerability or complex needs

Inherent Requirements

- The role requires the physical and emotional capacity to support children safely, respond appropriately to challenging behaviour, and work effectively within family environments while maintaining professionalism.