



SENIOR INTERCHANGE PRACTITIONER

POSITION DESCRIPTION

Service:	Carer Aged and Disability Service CADS
Program:	Interchange
Position Title:	Senior Practitioner
Location:	Cross sites
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 5
Travel:	Local travel on a day-to-day basis may be required using a fleet vehicle.

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

The Carer, Aged and Disability Service (CADS), Interchange and Support Options Program provide a range of services that build on the capabilities of individuals and families, to support the needs of persons with disability as well as those undertaking care responsibility for persons who are may be frail, aged, have dementia, a chronic health condition or a disability. The Interchange program offers support for families, whose children have disabilities, through the provision of before and after-school activities, vacation care and family camps.

The Senior Interchange Practitioner, in conjunction with the Senior Team leader, is responsible for leading the development and delivery of individualised programs for children and adults with disabilities ensuring alignment with best practices and participant goals.

We provide a responsive, high-quality service that builds on the strengths of individuals and families. Our approach includes providing tailored support to participants in activities that reflect their preferences and needs, guided by input from the participants, their families, allied health professionals and the Interchange program staff.

These may include but are not limited to:

- In-home support.
- Support within community-based settings.
- Supporting Interchange group activities.
- Transporting clients.

As the Senior Interchange Practitioner, you will oversee service provision, case closure, managing complex cases, and maintaining accurate, compliant records. The role also involves collaborating with leadership for seamless service delivery, guiding team members in record-keeping, and fostering inclusive relationships with participants and families. You will supervise Flexible Support Workers and the Supported Administration Assistant. Overall, the Senior Practitioner ensures high-quality, person-centred support while maintaining compliance with policies and regulations.

2. COMMUNICATION WITH OTHERS

Position supervised by:	CADS Senior Team Leader
Supervises directly:	Supported Administration Assistant and casual workers
Communicates internally primarily with:	Carer, Aged and Disability Service practitioners, CADS Senior Team Leader, Service Manager, other UMFC staff
Communicates externally primarily with:	Family members, volunteers, carers and relevant services.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1

Lead the development and implementation of individual and group programs for children and persons with disability in order to support individual goals and aspirations ensuring the program aligns with the latest best practice standards and individual participant needs. Enhance the individual's participation and inclusion in the community, and personal safety and development within home-based settings.

KRA 3.2

Lead and oversee all intake, service delivery and case closure processes, ensuring they align with organisational policies and procedures, and best practice standards. Take a proactive role in the management of complex cases, providing guidance and support to Interchange team members while ensuring compliance with organisational and regulatory requirements.

<p>KRA 3.3 Collaborate with the CADS leadership to ensure seamless service provision and the effective transition of participants at all stages of their engagement with the service.</p>
<p>KRA 3.4 Ensure the maintenance of accurate, comprehensive and up to date records of all work activities, adhering to legislative requirements, organisational policies and privacy and confidentiality regulations. Take responsibility for overseeing the quality and integrity of documentation, ensuring is consistently completed within the required timeframes.</p>
<p>KRA 3.5 Provide guidance and support to team members to maintain high standards of records keeping and compliance across all service delivery activities.</p>
<p>KRA 3.5 Demonstrate effective interpersonal skills, self-awareness, and self-management in all communications and interactions. Show sensitivity to community and cultural dynamics, fostering inclusive and respectful relationships with participants, families, and colleagues.</p>
<p>KRA 3.6 Develop and organise the Flexible Support workers through the use of the appropriate program and ensure coverage for all programs, with consideration of client needs and staffing skills.</p>
<p>KRA 3.6 Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.</p>
<p>KRA 3.7 Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).</p>
<p>KRA 3.8 Contribute to the creation and maintenance of a culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.</p>
<p>KRA 3.9 Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.10 Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.11 Other duties as directed.</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Regular
- Lifting – Marginal

5. KEY SELECTION CRITERIA

- 5.1 A minimum qualification of a Diploma or Degree in Disability, Community Services, Social Work, Human Services or related field, along with relevant experience is required.
- 5.2 Demonstrated experience leading the development of individual and group programs for children and adults with disability, ensuring these programs are tailored to meet individual goals, aspirations, and needs.
- 5.3 Demonstrated commitment to the values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and Sanctuary commitments.
- 5.4 Demonstrated ability to maintain accurate comprehensive, and up to date records of all work activities, ensuring full compliance with legislative requirements, organisational policies, and privacy and confidentiality regulations.
- 5.5 Strong attention to detail and accountability in managing documentation, with a focus on maintaining high standards of accuracy and compliance.
- 5.6 Strong interpersonal skills, self-awareness and self-management in communication with participants, families and colleagues. Demonstrated ability to foster an inclusive, respectful environment, showing sensitivity to cultural dynamics and promoting diversity in all interactions
- 5.7 A sound understanding of duty of care, OHS and risk management requirements.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian and NSW Working with Children Check
- 6.2 A satisfactory National Police Check (International where required)
- 6.3 Current driver's license
- 6.4 Current First Aid and CPR (can be working towards)

7. WORK CHALLENGES/PRESSURES

- Working with family's expectations and meeting their needs.
- Dealing with people with a variety of abilities and needs.
- Dealing with distressed clients.
- Physical demands of providing direct care.

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review
- a forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- a reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact their professional practice
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma-informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

Supervision is a requirement for all workers at UMFC and appropriate opportunities will be provided from time to time for casual support workers either on an individual &/or group basis.

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or maybe in smaller units