



PRACTITIONER FAMILY SERVICES

POSITION DESCRIPTION

Service:	Child and Family Services
Program:	Family Services
Position Title:	Practitioner Family Services
Location:	Cross sites
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 5
Travel:	East Hume regional work requiring local/regional travel on a day to day/regular basis 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

Consistent with UMFC's vision for our communities that every child and young person is cared for, the UMFC **Child and Family Services** (incorporating Family Services, Specialised Programs, Family Therapy, Early Years and Financial Counselling) provide vulnerable children and families with access to a range of services including information and advice, taking referrals and linking with suitable community services, providing family-based and therapeutic intervention, advice and support to early years services, as well as intensive casework and case coordination. Services are aimed at developing the capacity and capability of families to support the healthy development, safety, and stability of their children and young people. The Department of Families, Fairness and Housing provides the funding for this position as a part of Integrated Family Services (IFS) operating under the Children Youth and Families Act 2005 within the Strategic Framework for Family Services 2007.

The Family Services program aims to strengthen the capacity of families to promote the safety, stability and development of children and young people and to improve families' community connections and access to community resources. Family Services receives all referrals from The Orange Door. The Family Services Practitioner role provides complex case work with children and families towards recovery, capacity building, sustainable change and positive family functioning. Both programs provide services across the Upper Hume

and Central Hume areas operating under the Children Youth and Families Act 2005, using the Best Interests Case Practice Model 2008.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Senior Team Leader Family Services
Supervises directly:	Nil Staff
Communicates internally primarily with:	All members of the CAFS Team and other UMFC Services.
Communicates externally primarily with:	DFFH, Clients, referral sources and other professionals.

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:

<p>KRA 3.1</p> <p>Using a strengths-based and trauma-informed approach, provide support services in line with the Best Interests Case Practice Model to families referred to Family Services by The Orange Door. This includes:</p> <ul style="list-style-type: none">• analysing and reviewing information related to the Best Interests domains.• engaging children and families in the development, implementation and review of Child and Family Action Plans.• providing case coordination.• applying CAFS processes to address concerns related to the well-being of children.• Co-facilitating group work programs for CAFS clients as assigned.• updating and maintaining the IRIS database (including services and case notes) and all relevant documentation in accordance with IFS timelines and guidelines.
<p>KRA 3.2</p> <p>Undertake timely closure of cases and acceptance of newly allocated cases.</p>
<p>KRA 3.3</p> <p>Contribute to continuous improvement of all CAFS services for children and families, including participation in Child and Family Services networks in the local catchment.</p>
<p>KRA 3.4</p> <p>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 3.5</p> <p>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 3.6</p> <p>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 3.7</p> <p>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 3.8</p> <p>Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.9</p> <p>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 Tertiary qualifications in social work or related field e.g. Bachelor of Social Work, Psychology, Diploma of Community Services.
- 5.2 Demonstrated ability to apply a range of family intervention models.
- 5.3 Demonstrated skills in applying strengths-based assessments to family situations.
- 5.4 Demonstrated ability to engage and work with complex family situations.
- 5.5 Demonstrated ability to apply family work/case management principles in a strengths-based manner.
- 5.6 Demonstrated ability to work independently and as a member of a team.
- 5.7 Demonstrated ability to work with a wide range of professionals and access appropriate community resources.
- 5.8 Demonstrated ability to prepare written reports, maintain records and manage time effectively and efficiently.
- 5.9 Demonstrated willingness to engage in relevant professional development that contributes to the CAFS team's capacity to provide services to families.

5.10 Personal Attributes:

- Teamwork – preparedness to consult extensively.
- Analytical and Innovative
- Communication skills – both written and interpersonal
- Accountability – high value
- Adaptability
- Emotional Intelligence/Relationship Management

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
- 6.3 A satisfactory International Police Check (If relevant)
- 6.4 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Working with children and families' complex situations and needs
- Dealing with people with a variety of abilities and needs
- Dealing with distressed clients
- Working with external services with different priorities
- Adhering to timeframes as per IFS guidelines

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 must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata)