

## POSITION DESCRIPTION

<b>Position Title</b>	Senior Support and Safety Hub Practitioner
<b>Program</b>	The Orange Door
<b>Employment Status</b>	Full time
<b>Tenure</b>	Ongoing
<b>Classification</b>	Kids First Australia and Australian Services Union (ASU) Enterprise Agreement 2019 - Level 6
<b>Position reports to</b>	Team Leader
<b>Location</b>	NEMA Orange Door – Heidelberg, on the lands of Wurundjeri People

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

### Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



**Hope**  
We believe that change is possible and achievable



**Empowerment**  
We build on people's strengths and support their ability to make positive changes in their lives



**Accountability**  
We are open and transparent in everything we do



**Respect**  
We value all people



**Trust**  
We act in an ethical, inclusive, professional and open manner

## Position Purpose

### About the North Eastern Metropolitan Area (NEMA) Hub

The NEMA Orange Door Hub brings together different workforces and practices to create an integrated Hub team and a consolidated intake point to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development, and well-being of children.

The primary purpose of the Senior Practitioner position in NEMA Orange Door is to provide senior support and leadership within a function team, including supervision of staff. This involves responding to the needs of children, young people, and families who are affected by family violence, child wellbeing and other social issues.

## Organisational Relationships

<b>Supervisor</b>	<ul style="list-style-type: none"> <li>• Team Leader</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• 2-3 Practitioners/students</li> </ul>
<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Chief Executive Officer</li> <li>• Executive Team</li> <li>• Direct Reports</li> <li>• All staff</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders</li> <li>• Professional networks</li> </ul>

## Key Responsibilities

### Team Leader & Staff Support

- Support the Team Leader:
  - Coordinate the delivery of a high-quality service that provides safe and effective responses to women, children and families seeking support that is in line with MARAM and the Information Sharing Guidelines.
  - Meet service delivery requirements by providing feedback around practitioner performance, processes, or practice.
  - Manage Practitioner case allocation, case endorsement and closures.
  - Meeting relevant service targets and standards regarding case notes and data input
  - Guide, mentor and coach Practitioners with induction and orientation of new Practitioners
- Provide leadership to staff and students as directed or in the absence of the Team Leader.
- Take up higher duties as acting Team Leader during periods of absence as requested by the Team Leader.

The Senior Practitioner will be responsible for holding a reduced active case load with higher levels of practice and complexity and be responsible for providing senior casework consultancy to the broader team. The incumbent will be required to undertake specific portfolios and projects as assigned, participate in Working Groups and undertake other tasks to support to the function.

As a member of the Kids First community, it is expected that engagement, assessment and case planning with clients and families will align with our model of service and practice principles.

### Supervision

- Accountable for providing case and line management supervision for 2-3 Practitioners including performance management, coaching & mentoring, leave management and case load support.

- Actively facilitate the development of direct reports to contribute to a high-performance team and a vision of best practice for the function
- Ensure regular, high-quality, and meaningful communication with direct reports.
- Demonstrate a consistent approach with direct reports and across the broader team
- Supervise students on placement and contribute to the establishment and on-going learning & development of students.

**Direct client work**

- Hold a reduced case load which require higher practice and complexity
- Develop safe, client centred, child inclusive case recommendations with clearly articulated goals in partnership with families and other key stakeholders
- Undertake professional development to maintain best practice in relation to current practices and interventions
- Undertake assessments, triage and response by telephone, video or direct work, including case consultancy in partnership with the Team Leader

**Function or portfolio responsibilities**

- Take responsibility for key program portfolios as delegated by your Team Leader
- Accountability for end-to-end projects and continuous improvement activities as directed by the Team Leader
- Participate in Agency Days, organisational and personal professional development, and regular supervision activities
- Provide evidence informed case consultation and direction to practitioners

**Stakeholder Management**

- Engage with appropriate stakeholders and other government and non-government organisations.
- To undertake consultation to service providers as required to support the care of children, young people and families across the function
- Contribute to Kids First reputation for practice leadership and quality through networking opportunities and partnerships
- Hold active positions on relevant Working Parties and Kids First Committees

**Quality and Risk Management**

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

**Capability Framework – key selection criteria**

<b>Formal Qualifications</b>	A tertiary qualification in Psychology, Social Work, Counselling, Community Services, or a related field, with eligibility for membership with relevant professional body (if relevant).
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 3-5 years’ experience working with women and children victim-survivors of family violence and those families requiring assistance with the care and wellbeing needs of children and young people</li> <li>• Ability to apply organisational practice models, procedures, theoretical frameworks, and relevant legislation when working with clients and in a broader team context</li> <li>• Demonstrate responsibility for independent work outputs and supports other team members to achieved desired results. Previous experience of acting up or performing higher duties is highly desirable</li> </ul>

	<ul style="list-style-type: none"> <li>• High level skills to engage and triage clients in an effective, safe, and timely manner (including crisis calls and unannounced walk ins). Competent with using the single session framework to guide conversations and lead family consultations</li> <li>• Demonstrated capability to network and build productive relationships and partnerships with others both inside and outside organisational boundaries</li> <li>• Has a level of maturity and practice experience suited to conducting comprehensive psychosocial risk and needs assessments with clearly articulated formulations and recommendations.</li> <li>• Skills and experience in providing high level complex case consultation and supervision to staff and stakeholders at point of referral that is safe and responsive to diversity of clients and colleagues</li> </ul> <p>Highly developed written, verbal, and interpersonal skills</p>
<b>Other Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Personal value set that is aligned with Kids First organisational values</li> <li>• A demonstrated ability to support and lead change</li> <li>• High level of maturity and self-awareness with a commitment to critical reflective practice and developing other practitioners</li> <li>• Current Victorian Working with Children Card</li> <li>• Willingness to undertake a Police Check</li> <li>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.</li> </ul>

### Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Managing competing priorities	Regularly
Attending external locations	Occasionally
Possible confronting situations by self or staff supervising with family & children (sometimes of sexual, abusive, abuser traits nature) which may trigger some individuals	Regularly
Interact with and support staff whose clients could display verbal or physically challenging behaviour	Regularly
Exposure to families that are experiencing family violence	Regularly
Judgement and decision making and supporting staff in crisis situations	Regularly
Dealing with confrontation	Regularly