

Position Description

Position Title	Putting Families First - Lead Family Practitioner
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Award & Classification	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
Hours of work	
Department	Child and Family Services
Position reports to	Team Leader
Performance Review	At three months, then annually thereafter

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations people of Australia.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

FamilyCare is committed to working collaboratively to improve outcomes for victim survivors and their children. We believe those who choose to use violence should be accountable for their actions.

FamilyCare is dedicated to fostering a positive and empowering culture for leaders, with a focus on improving client outcomes and inspiring professional growth.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



PROFESSIONALISM

in all aspects of our work

Role Summary

The Lead Family Practitioner is responsible for complex care coordination of children, young people and their families from diverse communities who are often subject to entrenched disadvantage and who have come into contact with the Child Protection and Justice systems. The impacts of this disadvantage and adverse outcomes include higher incidences of family violence, offending behaviour, contact with child protection, and other harmful experiences, as well as sustained contact with the service system.

Putting Families First (PFF) offers an opportunity to divert these families from avoidable use of tertiary services by intervening earlier and providing holistic support that addresses the risk factors that increase the likelihood of future contact with the system. Utilising evidence informed interventions the Lead Family Practitioner will work in collaboration with other members of the integrated interdisciplinary team to provide holistic support to families and extended family members.

Key Performance Responsibilities

Service Delivery

1. Provide a family-friendly service response through bringing together social, health and justice services together into an interdisciplinary care team. Face-to-face service delivery will largely be channelled through a Lead Family Practitioner interdisciplinary model who will work with the whole team to assess, plan, coordinate and facilitate delivery of practical and therapeutic support.
2. Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment.
3. Ensuring a 'whole of family approach' to service interventions to improve life outcomes and create lasting change.
4. Identify and monitor family's risks and needs and based on these risks and needs, coordinate and prioritise access to appropriate programs, services, and activities.
5. Coordinating integrated assessment, planning, and service delivery for the family using a strengths-based approach that is client centred, respects self-determination and promotes resilience.
6. Providing practical support and supporting behaviour change through modelling and personal engagement, graduating to therapeutic interventions if required.
7. Employ a graduated approach to case management that involves stepping back as family stability, autonomy and capability increases.
8. Provide a focus on, rehabilitation, reducing offending and strengthening community safety, and Community and family engagement.
9. Contributing to the 'test and learn' approach to this proof of concept, including the development of an evidence-based practice module 'one family one plan' to support engagement, planning, and service delivery with families. The model will focus on persistent and assertive outreach to build robust relationships with family members, and enable families to receive the right support, at the right time and in the right place.
10. Able to work across flexible weekday hours to meet the needs of infants, children and families.

Data Collection and Reporting

1. Provide comprehensive reporting both on an individual family basis and across the program.
2. Immediately report any emergencies and incidents to the Team Leader.

Representation and Advocacy

1. Work alongside the consortium to enable continual improvement to the design and implementation of Putting Families First.
2. Attend internal and external meetings.

3. Provide service system navigation and advocacy for family's needs.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Perform all work with a continuous improvement ethos
4. Understand and abide by all relevant policies and procedures
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.
7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

Knowledge and Skills

1. Understanding and working knowledge of
 - a. long-term and intergenerational impacts of the service system on vulnerable children and families,
 - b. Intergenerational and interfamilial drivers of disadvantage.
2. Significant experience in intensive and complex case management
3. Experience in developing strengths-based risk and needs assessments with families and managing risk.
4. Solid understanding of the principles and challenges of supporting vulnerable families and knowledge of Child Protection issues in relation to children 'at risk'.
5. An understanding of cultural contexts and the unique needs of Aboriginal and CALD children and young people, their families, and communities.
6. Strong knowledge of child development and family relationship dynamics, especially for families experiencing crisis and vulnerability, and 'at risk' children, young people, and families.
7. Sound computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management, communications, and accounting systems.
8. High level of interpersonal and communication skills, including the ability to communicate, negotiate, and liaise with a range of professionals and community services.

Qualifications

Essential

- An appropriate tertiary qualification in Social Work, Psychology, Community Services or a related discipline is essential.

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screen Check	Required/Not required Only required for DSS and NDIS support coordination roles
Valid Victorian Drivers Licence	Required
COVID-19 Vaccination (minimum 2 doses)	Required

Employees who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

All employees are required to successfully complete any assigned online competencies ongoing, as prompted. All new employees will be required to complete all assigned competencies within the first three months of employment.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

INCUMBENT STATEMENT

I, _____ have read, understand and accept the above Position Description

Signed: _____

Date: _____