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| **POSITION DESCRIPTION** | |
| **Position Title:** | Practitioner, Family Support |
| **Service/Facility/Department:** | Children & Families |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Service Manager, Administration Officers, team members, Anglicare colleagues |
| **External:** Children and families of the Service, external agencies and government departments, networking forums. |

**Position Statement / Overall Purpose**

The overall purpose of the Practitioner, Family Supportis to provide an in-home support service to vulnerable families experiencing challenges in caring for their children.

The Practitioner, Family Support will provide practical and therapeutic assistance to families so their children can remain safely in the family home. Referrals may come from a variety of sources including Family and Child Connect, the Department of Communities Child Safety and Disability Services (herein referred to as the department), the parents themselves, family members, members of the community and community agencies.

The Practitioner Family Support will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card
* Current Licensed Care Service (LCS)
* Current Queensland Driver Licence
* Degree in Social Work, Psychology, Human Services, Behavioural Science or similar

**Key Selection Criteria**

1. Knowledge and understanding of child protection and family intervention frameworks, including knowledge of the Child Protection Act (1999), an understanding of contemporary issues and challenges in the field of child protection and approaches to enhancing child safety and wellbeing.
2. Experience in professional case work directly working with children and families including perpetrators of family violence
3. Strong communication skills including supporting engagement of children and families in decision making, problem solving, conflict resolution, crisis management and safety planning.
4. Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
5. Demonstrated experience working in a family support worker role where a range of family issue are present including family violence issues, mental health concerns, parenting challenges, vulnerabilities as a result of child or parent disability, substance misuse, isolation and lack of support networks for the family within the community
6. Ability to complete complex documentation, including care planning and family assessment reports with a focus on one singular care plan across multiple agencies.
7. Strong computer skills, including intermediate level knowledge of MS Word, PowerPoint and Excel.

**Key Accountabilities and Responsibilities**

# Accountability: Case Work with Children and Families

***Provide in-home child-centred intervention to vulnerable families within the community where risk factors may be present***

**Responsibilities:**

* + Ability to actively engage with and build relationships with parents and children to support effective service delivery and maximize outcomes even where parents may be difficult or reluctant to engage with the service.
  + Work closely with other community agencies, in particular Indigenous specific agencies to build a network of support for families so that families are empowered to take responsibility for their own intervention
  + Support parents to develop practical skills and knowledge that enables them to care for their child, improves the safety of the family home environment, builds stability and enhances attachment between the child and parent.
  + Undertake assessment, planning and delivery of services that are based on the needs of children and are considerate of both protective factors and risk factors for the children, to ensure families receive appropriate direction, information, support and advice in respect of providing a safe and secure home environment for their children so that their children can remain in the home.
  + Teach and model a wide range of new skills including communication, parenting, personal management and home management skills and assist families to develop knowledge in relation to matters that may place their children at risk of harm.
  + Ensure families have adequate support, post closure by arranging follow-up with other support services.
  + Undertake risk assessments where domestic and family violence is identified and work with other staff and services to provide appropriate support and robust casework support in order to keep children safe
  + Maximize the domestic and family violence capability of the IFS partnership with local domestic and family violence services.

1. **Accountability: Communication & Teamwork**

***Demonstrate advanced interpersonal and professional communication skills in dealings with all persons both internal and external to the organisation.***

**Responsibilities:**

* Communicate effectively with both individuals and groups.
* Develop an environment which enables staff to work collaboratively.
* Maintain effective communication with all parents and families, staff and internal and external stakeholders.
* Be flexible and responsive to client and staff needs and requests.
* Demonstrate a high standard of personal and professional behaviour consistent with Anglicare’s values.
* Participate and take the relevant action required in regular supervision with Coordinator.
* Actively share ideas and resources across the broader team and show leadership.
* Take an active advisory role in meetings with the Department and other key stakeholders.

# Accountability: Quality Improvement

***Ensure compliance with all quality improvement procedures and identify and undertake quality improvement initiatives.***

**Responsibilities:**

* + Maintain a high standard of comprehensive record keeping for quality assurance purposes, including case notes, assessments, service plans and reports.
  + Continue professional development; maintain knowledge of current research and practice related to family intervention.
  + Participate in relevant family support and child protection community networks.
  + Participate in the review of program policies and procedures.

**Other Duties and Requirements**

* Be willing and able to provide after hours on-call support and to work flexible hours, including weekends, morning and evenings.
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.