

# FAMILY SERVICES PRACTITIONER (SHORT TERM CASEWORK FOCUS)

## POSITION DESCRIPTION

### HUME MORELAND INTEGRATED FAMILY SERVICES

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

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| <b>Position</b>               | Family Services Practitioner (Short Term Case work focus)  |
| <b>Program</b>                | Hume Moreland Integrated Family Services   |
| <b>Classification</b>         | SCHADS Award Level 5 (Social Worker Class 2)<br>(Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award) |
| <b>Hours</b>                  | Part Time  |
| <b>Hours per week</b>         | 34.2 (9 day fortnight)   |
| <b>Duration</b>               | Ongoing  |
| <b>Fixed term end date</b>    |  |
| <b>Location</b>               | 32 Railway Crescent, Broadmeadows 3047   |
| <b>Reporting Relationship</b> | This position reports directly to the Team Leader  |
| <b>Effective date</b>         | November 2018  |

## Overview of program

The purpose of Anglicare Victoria's Family Services Program is to strengthen families' capacity to meet the needs of their children. These services promote the safety and wellbeing of children by supporting and empowering families to enhance family functioning and therefore improve child outcomes.

Many of the families the program works with have long histories of involvement with Child Protection and community agencies and as a result, they require flexible and innovative interventions to address their needs, and promote the best social, emotional, educational and health outcomes for their children. The service targets families with children newborn to 18 years, living in the Hume Moreland region. The service aims to address the needs of families with multiple and complex needs that impact on parenting and family life. Family Services Practitioners work collaboratively and respectfully with children and families to build upon their existing strengths, and to enhance and develop skills and coping strategies.

Family Services provides families with case management support within a managed case plan, designed to improve the lives of children. Individual family work is complemented by group work where appropriate, and strategies to both engage families with their communities, as well as for communities to be more responsive to the needs of children and their families.

In the Hume Moreland region, Integrated Family Services is delivered in the context of the Hume Moreland Integrated Family Services Alliance, which is an alliance of six agencies and DHHS.

## Position Objectives

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| 1. | Working in conjunction with the Team Leader and Active Holding and Further Work Coordinator: Provide an in-home family casework service, with a Short Term Case work focus (up to 40 hours intervention), working in partnership with families to achieve their goals, aimed at enhancing child/children's development and family functioning. |
| 2. | In conjunction with the Intake and Further Work Coordinator and Team Leader further develop the Short Term Case Response model and provide mentoring and training in the Short Term Case Response model to IFS staff in the North Metropolitan Region.   |



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| 3. | Take steps to reduce risks to children's safety and wellbeing and that of other family members  |
| 4. | Work with families to empower them to manage their life situation and to take charge of their lives, including having a positive engagement with their community. |

## Key responsibilities

The key responsibilities are as follows but are not limited to:

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| 1. | Provide case management and casework (with a focus on Short Term Case work intervention), responding to client's needs through assertive outreach to clients and responding to crises that occur   |
| 2. | Establish a working relationship with children and families which demonstrates respect and honest communication, particularly about protective concerns and consequences.  |
| 3. | Conduct comprehensive family assessments (using the Family Star Plus Assessment Model) that identify the health, wellbeing and safety needs of the children involved, and that identify both the capacity and constraints of the families to make necessary changes. |
| 4. | Strengthen family connections, promoting positive interactions and the safety of children, young people and parents.   |
| 5. | Promote positive parenting skills through working with families individually and in groups.  |
| 6. | Use a range of therapeutic techniques and approaches to engage with children and families that are reluctant or ambivalent about using support services.   |
| 7. | Work collaboratively with a range of stakeholders to ensure a coordinated approach to services for children, young people and their families.<br><br>Perform other duties within capability as directed from time to time.   |

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

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|  <p>Role Specific</p> | <p>1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream.</p> |
|   | <p>2. Resilience to work with and support clients who have been exposed to trauma.</p>   |
|   | <p>3. Experience in working with families in any of the following service areas is desirable: family services, child protection, housing, domestic violence, mental health, and/or alcohol and other drugs.</p>  |
|   | <p>4. Demonstrated experience working with high needs, complex families, utilizing a child focused family centred approach.</p>  |
|   | <p>5. Demonstrated ability to work collaboratively with a diverse range of stakeholders to reach the best outcomes for children, youth and families.</p>   |

## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

## **Occupational health & safety (OHS)**

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## **Cultural Safety in the Workplace**

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_