

## Position Purpose

Child and Family Services provide an in-home family casework or case management service, working in partnership with families with the aim of strengthening parenting capacity and family resilience. The work involves taking steps to reduce risks to children's safety and wellbeing and that of other family members, as well as working 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.

The program may also provide earlier intervention and deliver flexible and tailored support to families of children residing voluntarily in residential care, or children at risk of requiring care due to the child's complex disability support needs.

## Position Objectives:

- Provide a child-centred family focused case management service to vulnerable families who are referred to the program, working in partnership with families to achieve their goals, to enhance the child/children's development and family functioning, ensuring the safety of all family members including reducing risks to children's safety and wellbeing.
- In partnership with key stakeholders independently complete assessment of risk and needs within the family context in a timely, inclusive and culturally relevant manner.
- Work in a team context to build parents capacity to meet the child's health, safety and developmental needs and to manage their life situation and build self-resilience through linkages to community and services as required to address their assessed complex needs.
- Support families in the goal of preservation or restoration of the family where a child may require care outside of the family home because of Child Protection intervention or their disability complex support needs.
- To help parents navigate the NDIS, advocating for plans that contain parenting and disability supports that will help maintain the sustainability of care or support family reunification, where possible.
- Build relationships with local disability services, such as Special Disability Schools, to encourage the early identification and early support of families where the complexity of the disability support needs is likely to cause increased family pressure
- To participate in community education and community development strategies that strengthens and improves the service system for excluded families
- Build the ongoing capacity of the wider family services practitioner group to provide specialist support required for families with children with a complex disability support needs through understanding and utilising avenues for secondary consultation and referral.
- Ensure that the service is operated in accordance with DHHS service agreements, organisational policies, and accepted standards of practice.

## Organisational Context

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.

Anglicare Victoria is committed to ensuring diversity and inclusivity are embedded throughout our organisation for the benefit of our clients, volunteers and employees. Welcoming, supporting and celebrating diverse talents, knowledge, perspectives and experiences strengthens our workforce and our relationships with the communities we work with.

Our focus is to create a more just society which means eliminating discrimination in the services we deliver and the workplace we provide. We strive to be an inclusive, safe and responsive organisation which promotes diversity and actively supports inclusion for Aboriginal and Torres Strait Islander peoples, people from LGBTIQ+ communities, people with disabilities, people from diverse cultural and linguistic backgrounds, people of all ages, people with caring responsibilities and people with diverse religious beliefs or affiliations.

Being a diverse and inclusive organisation goes to the very heart of our work, and supports our strategic intent to transform the future of vulnerable children and their families.

### Position specifications

Position	Family Services Practitioner
Reports to:	Team Leader – Child and Family Services
Direct reports:	As applicable
Internal stakeholders:	Program Managers all internal staff and support staff.
External stakeholders:	DHHS and other Government bodies, Strategic networks and partners, External Auditors. The family, NDIA, Local Area Coordinator (LAC) and Support Coordinator.
Classification	SCHADS Award Level 5 (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part time (22.8 hours per week)
Duration	Ongoing
Location	Morwell, with travel throughout Gippsland as required.

### Key responsibilities

#### Operational activities

- Manage a caseload of families and use a range of techniques and approaches to engage with vulnerable young families in a respectful way, which is sustained and is underpinned by risk and planning for the child's safety, stability and development.

- Work actively and collaboratively with the family and NDIA, Local Area Coordinator (LAC) and/or Support Coordinator to identify the disability support needs of the child to prevent families seeking alternative care arrangements for their child.
- Undertake comprehensive assessment of families, which includes both a child development and systemic perspective.
- Provide parenting support in a variety of ways to enhance the parents' confidence and learning, such as in-home support, role-modelling, and group work.
- Intervene using a family-centred approach which builds on family strengths and support strategies that allow parents and families to build greater capacity to provide care within the family home, or until alternative care arrangements can be identified. Decision-making should be consistent with family-led decision-making practice and principles.
- Provide support for the parents and child and ensure they have access to easy to understand information, supporting healthy and positive decisions, in relation to the care of themselves and their children. This will include delivering a range of intervention modes and approaches to enhance parenting capacity, their parent-child relationships and social connectedness. These may include:
  - Advocacy and advice,
  - Practical support and/or material aid,
  - Counselling,
  - Parent-child interaction,
  - Community connection and
  - Social inclusion
- Make an active commitment to the development and maintenance of a cohesive team and participate in staff meetings, team meetings and staff development. Participate in regular supervision, group supervision and reflective practice both individually and as part of a team.
- Provide support to students on placement, and for less experienced staff as required. Carry portfolio responsibilities in support of the program's development and planning requirements and other duties as required.
- Collect and maintain data and case records in accordance with program guidelines.

### Strategic partnering activities

- Build and maintain effective relationships including liaison, negotiation and consultation with key stakeholders.
- Collaborate with universal, secondary and specialist services, cultural and Aboriginal-specific services, child protection and care services in assessment, planning and action for in scope children and families
- Ensure that service delivery is focused on the needs of the service users and that it occurs within the constraints of budget and Service Agreement parameters.
- Monitor service performance and outcomes through the collection and analysis of service data.
- Respond to inquiries or complaints in relation to service delivery and escalate these to program and regional management as required.
- Meet compliance with agency and program specific policies, procedures and audit requirements

Workplace Health & Safety activities	Inclusivity
<ul style="list-style-type: none"> <li>• Take reasonable care for your 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.</li> <li>• Take reasonable that your actions or omissions do not adversely affect the health and safety of themselves and others</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace</li> <li>• Report all injuries, illness or 'near misses' to your Supervisor or Manager</li> <li>• Participate in relevant health and safety training based on roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure an engaged, positive and professional workplace culture in line with the expectations and policies of Anglicare Victoria.</li> <li>• Ensure an inclusive environment for all to support the maturing of our workforce in respect to Diversity &amp; Inclusion across all groups including LGBTIQ and Indigenous and Torres Strait Islanders.</li> <li>• Promote and role model positive behaviours and an open, inclusive and collaborative approach to working always behaving ethically and with integrity</li> </ul>

## Selection Criteria

Training and Qualifications
<ul style="list-style-type: none"> <li>• A relevant tertiary qualification in Social Work, Community Welfare, 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.</li> </ul>

Essential experience and skills	Capabilities required
<ul style="list-style-type: none"> <li>• Demonstrated understanding and commitment to working within the "Best Interest Principles" outlined in the Children Youth and Families Act 2005 and an ability to work collaboratively with other professionals in the best interest of the child</li> <li>• Demonstrated understanding of the social context of child abuse and neglect combined with demonstrated capability in engaging children and families experiencing multiple and complex needs including disability, family violence and AOD.</li> </ul>	<ul style="list-style-type: none"> <li>• Displays resilience</li> <li>• Has a learning mindset</li> <li>• Shows cultural awareness</li> <li>• Puts clients first</li> <li>• Works collaboratively</li> <li>• Demonstrates technical and professional acumen</li> <li>• Manages, coaches and develops people</li> <li>• Inspires direction and purpose</li> <li>• Leads change</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrated ability to conduct comprehensive child focused safety and wellbeing assessments and make sound judgments in relation to prescribed actions.</li> <li>• Demonstrated understanding and application of individual and systemic theories and evidence based approaches that underpin effective, intensive, in-home family based interventions,</li> <li>• Effective written and verbal communication skills, computer skills in Microsoft Office packages combined with excellent time management and the ability to be self-directed.</li> </ul>	
<p><b>Essential requirements</b></p>	
<ul style="list-style-type: none"> <li>• All Anglicare Victoria team members must provide evidence of their valid working rights through an Australian/New Zealand birth certificate or passport, Citizenship certificate or Permanent residency certificate or an International passport with evidence of a valid working visa, which is subject to a Visa Entitlement Verification Online (VEVO) check.</li> <li>• All Anglicare Victoria team members' offers of employment are subject to a satisfactory Criminal History Check and possession of a current Working with Children Check prior to commencement.</li> </ul>	