

## Position Description

<b>Title</b>	Family Services Practitioner
<b>Business Unit</b>	Child Youth and Family Integrated Family Services
<b>Location</b>	413-419 Camp Road, Broadmeadows VIC 3047
<b>Employment type</b>	Part-Time Maximum Term
<b>Reports to</b>	Team Leader – Integrated Family Services

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** We are imaginative, respectful, compassionate, and bold.

### Position Purpose

The Family Services Practitioner works with vulnerable children, young people and their families who are being impacted upon by disadvantage including poverty, trauma, substance abuse, mental health and family violence and are potentially at risk of becoming involved with the Child Protection system or are already involved with child protection.

The Practitioner is responsible for providing an Outreach Service, Case Management, Therapeutic Support and developing Assessments, Family Action Plans, Safety Plans, making referrals to other services, facilitating Care Team Meetings, and providing Advocacy for families.

### Scope

**Budget:** Nil

**People:** Nil

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### Family Services Practitioner

## Relationships

### Internal

- Team Leaders – Integrated Family Services
- Senior Manager-Parenting and Families (North & West Vic)
- Family Services practitioners
- Other Uniting leaders and staff

### External

- The Orange Door Hume Merri-bek
  - DFFH Child Protection including Community Based Child Protection (CBCP)
  - Hume Merri-bek Child & Family Alliance
  - Other Community Organisations and stakeholders
  - Relevant Networks
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## Key Responsibility Areas

### Service Delivery

- Manage a caseload of allocated families, including intensive Casework.
- Work alongside the client family on agreed goals, assisting the family's progress through the service.
- Undertake an ongoing holistic family assessment, including family strengths and potential risk factors for children and young people.
- Develop and implement identified goals and case plans with families.
- Develop strategies to assist clients to meet their goals, so client progress and family needs are regularly reviewed and evaluated and exit plans for the family are formulated.
- Assist and support the family's motivation to change.
- Provide regular Outreach service to families.
- Assertively engage with families and their children that are difficult to reach or engage.
- Develop collaborative relationships with other agencies providing client services and facilitate Care Team Meetings.
- Liaise with agencies involved with the family, especially DFFH Child Protection and Integrated Family Services' partner agencies.
- Facilitate and advocate for the family's access to services.
- Communicate respectfully and honestly with families and demonstrate transparent practice in relation to welfare concerns.
- Keep the Team Leader and/or Senior Manager advised of potentially critical situations involving families.
- Participate in and contribute to program meetings, Planning, Reflective Practice, and group supervision.
- Develop and maintain knowledge of community resources and networks.
- Participate in wider agency and external agency activities as appropriate.
- Contribute to program development and agency networks as determined by the Team leader or Senior Manager in line with the Agency Strategic Plan and Integrated Family Services' Work Plan.
- Participation in staff presentations and professional development also occurs in line with the Agency's Strategic Plan.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.

### Administration

- Maintain up-to-date case notes, data records, reports, and other documents for each family.
- Prepare client/family assessment, review, and closure reports.

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- Participate in regular supervision sessions with the Team Leader and/or Senior Manager in line with agency standards.
- Prepare and document Brokerage funding as appropriate for the family's goals.

#### Quality and Risk

- Complete risk assessments in line with the Best Interests Case Practice Framework & MARAM framework & Information Sharing Guidelines.
- Raise and report any concerns about Child Safety/Wellbeing immediately.

#### Professional Development

- Participate in professional development activities related to casework as negotiated with the Team Leader and/or Senior Manager that support individual professional development as well as Uniting's strategic and operational plans.
- Participate in Uniting's compulsory Professional Development.

#### Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on any ongoing work with another organisation

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## Person specification

### Qualifications

- Minimum tertiary qualifications in Social Work, Psychology, Welfare or a related discipline is essential.
- Driver's license valid in Victoria.
- Working with Children's Check (Employment).

### Experience & Competencies

- Demonstrated skills and experience in working with disempowered and vulnerable people, including:
  - capacity to engage clients and establish effective helping relationships,

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- Undertake strength-based assessments, needs analysis, development of intervention plans and work with clients to bring about change.
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Understanding of the issues involved in casework with children, young people, and families.
- Demonstrated ability to work flexibly to meet the current needs of families, young people, and children.
- Proven ability to work collaboratively with families to meet and achieve goals that facilitate safe and nurturing environments for children and young people including developing action plans.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including children's developmental needs, parent skill development, working with diversity, drug and alcohol recovery, the cycle of violence, crisis planning and family and broader systems.
- Proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context.
- An understanding of the 'Best Interests' framework and Children Youth and Families Act (CYFA) 2005 is desirable.
- Demonstrated ability to work flexibly to meet the current needs of families, young people and children.
- Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions.
- Computer literacy
- Demonstrated organisational and time management skills.

### Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Families, Fairness and Housing.
- Excellent written and verbal communication skills.
- Intermediate to advanced Computer literacy using MS Word, Outlook, Excel, and efficient and effective data entry skills.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Ability to be self-reliant, flexible, motivated, and accountable in managing multiple tasks and meeting timelines and targets.
- Commitment and ability to work independently and as a member of a team.
- Current Driver's License valid for Victoria

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### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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**Family Services Practitioner**

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**Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: