

Position Description

Title	Integrated Family Services Worker – Children with Complex Disability Needs
Business unit	Children, Youth & Families
Location	185 Baillie Street, Horsham
Employment type	SCHADS Level 4, Part time/ Full time Maximum term until 30 June 2025
Reports to	Team Leader, Child, Youth & Families

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.

1. Position purpose

Caring for a child with complex disabilities puts families under additional stress. The CCDN program is a child-focused and family centred service which helps families to stay together. This includes advocating for families that have one or more children with complex disability needs to receive the required support from NDIS. The program works in collaboration with the NDIA to ensure necessary supports are in place. This enables families to continue care in the family home and in exceptional circumstances, in accommodation outside the home.

2. Scope

Budget:

- Nil

People:

- NIL

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3. Relationships

Internal

- Child, Youth & Families Team Leader
- Child, Youth & Families Leadership team
- Child, Youth & Families Senior Practitioners
- Child, Youth & Families Manager
- Child, Youth & Families Senior Manager
- Integrated Family Services Team
- All Uniting programs and teams

External

- Department of Families, Fairness and Housing
 - DFFH West Disability Practice Advice Team
 - Child Protection
 - Local Community Controlled Organisations (ACCO)
 - Wimmera Child Youth and Families Alliance Partners
 - National Disability Insurance Scheme
 - The Orange Door
 - NDIS Providers
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4. Key responsibility areas

Service delivery

- Deliver a service that is sensitive to the needs of children and parents with disability and provide a flexible response that recognises and supports the strengths, dignity, and desires of the person with a disability in their family context.
- Work with vulnerable families to identify disability support needs, assist with NDIS access and undertaking NDIS disability-related goal setting and helping families prepare for their plan reviews.
- Integrate both family services supports and disability supports to support whole of family functioning.
- Develop a comprehensive understanding of the NDIS funded supports that can contribute to building family capacity and the sustainability of care.
- Develop and maintain professional relationships with local NDIA/NDIS staff and providers to work collaboratively to support families.
- Work actively and collaboratively with the family and NDIS, NDIS Local Area Coordinators (LACs) and/or Support Coordinators to identify the disability support needs of the family.
- Provide case coordination of relevant mainstream services, such as schools and health care providers, (where needed) and work with NDIS LACs, planners and Support Coordinators to ensure a joined-up approach tailored to the needs of the family. Coordination could occur via telephone or email, through case conferencing or during care team meetings.
- Provide consultations to other child and family services agency practitioners on disability and NDIS-related issues.
- Build the ongoing capacity of other family services practitioners to support families with disability support needs through understanding and utilizing avenues for secondary consultation and referral.
- Build the ongoing capacity of all family services practitioners to support families to navigate the NDIS to receive timely access to disability supports.

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- Where working with child protection to support a family, provide advice for the child protection practitioner regarding what they should expect the NDIS to fund for the disability support of children and young people.
- Build relationships with specialist 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.
- Support cultural connection.
- Uphold the Aboriginal decision-making principles outlined in the Children, Youth and Families Act
- Support the *Aboriginal cultural competence framework* developed by the Victorian Aboriginal Child Care Agency and the Department of Health and Human Services.

Quality Management & Improvement

- Ensure that the principles of Continuous Quality Improvement are an embedded element in all staff practice.
- Ensure a consistent application of the agency approach to Quality Management, Quality Assurance, and Improvement
- Work with Management to establish both Uniting's systems and procedures e.g., Service Delivery Reports, as well as local systems and procedures to lead and implement agreed quality assurance and improvement priorities.
- Follow established processes to ensure compliance requirements are met.

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.

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

5. Person specification

Qualifications

- Tertiary Qualifications in human services, welfare, social work and/or relevant experience preferred but not essential.
- Driver's License

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- Working with Children Check
- Satisfactory Criminal Records Check

Experience

- Demonstrated ability as a practitioner and case manager in the disability, child, youth, and family welfare field.
- Demonstrated experience engaging with families and successfully providing outreach services.
- Demonstrated experience supporting children and young people with complex needs.
- Demonstrated experience engaging with families, sometimes in a difficult or stressful context.
- Well-developed written and verbal communication skills, with a capacity to communicate effectively and in a timely manner with a range of clients, staff, and other professionals.
- Understanding 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.
- Knowledge of the NDIS operational model and NDIS planning processes
- Experience liaising with the NDIS funded sector, including Local Area Coordinators, Support Coordinators and NDIS planners.
- An understanding of the support needs of vulnerable families with disability
- Case management experience in a community setting
- Experience or knowledge of the family services sector.
- Excellent ability to connect and build rapport with multiple stakeholders.
- Strong administrative skills, including data management and program reporting.
- Demonstrated planning, organizational 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.
- Experience working with vulnerable children, young people and their families.
- Understanding of risk and needs assessment in working with high-risk children, young people and their families.
- Knowledge and understanding of Child, Youth and Family Services Act including the Looking after Children Framework, Best Interest Planning Principles, Trauma and Attachment Framework and demonstrated knowledge of using a therapeutic approach within a complex service system.
- Understanding of current trends in legislation and professional practice relevant to the child and family sector.
- Proven reporting, time management and administrative skills.
- Demonstrated commitment to professional development, employee orientation and training working successfully in partnerships with internal and external stakeholders.
- Sound judgement and problem-solving skills to contribute to the planning and development of the service and experience in managing change.
- Competent computer skills.
- An understanding of and commitment to the programs of Uniting Wimmera.

6. 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.

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

7. Acknowledgement

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

Employee

Name:

Signature:

Date: