

# FAMILY SERVICES PRACTITIONER

## INTEGRATED FAMILY SERVICES

### MORWELL

**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

<b>Position</b>	Family Services Practitioner
<b>Program</b>	Integrated Family Services
<b>Classification</b>	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 (option for part time)
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	N/A
<b>Location</b>	Inner Gippsland – Office location Morwell Warragul or Leongatha
<b>Reporting Relationship</b>	This position reports directly to Team Leader Integrated Family Services
<b>Effective date</b>	March 2018

## Overview of program

The Child FIRST & Integrated Family Services Latrobe / Baw Baw Program is a partnership of agencies which include Anglicare Victoria, Berry Street, Quantum Support Services, Queen Elizabeth Centre, West Gippsland Healthcare Group (Baw Baw Shire only) and Wanjana Lidj, all with the support of DHHS. CF&IFS Latrobe / Baw Baw provide family services assistance to families with complex needs. Anglicare Gippsland Integrated Family Services (IFS) provide a range of longer term support including case management, in home support and advocacy, intervening to strengthen family's capacity to meet the wellbeing and safety needs of children.

IFS supports families residing in the Latrobe LGA, targeting families with children newborn to 18 years, providing families with support and counselling within a managed action plan. Many of the families the program works with have long histories of involvement with child protection and community agencies and require flexible and innovative interventions to address their needs, and to promote the best social, emotional, educational and health outcomes for their children. Individual family work is complemented by access to group work, with qualified staff and trained volunteers working collaboratively and respectfully with children and families to build upon their existing strengths, and to enhance and develop skills and coping strategies.

## Position Objectives

Using a team approach and drawing on practice skills and experience, the Family Services Practitioner will:

1.	Provide an in-home family casework service, working in partnership with families to achieve their goals, aimed at enhancing child/children's development and family functioning.
2.	Take steps to reduce risks to children's safety and wellbeing and that of other family members.
3.	Work with families to empower them to manage their life situation and to take charge of their lives, including a positive engagement with their community, and offer direct casework service to referred families in a timely/culturally relevant way.
4.	Work collaboratively with Child Protection, other professionals and families' broader social networks to ensure a co-ordinated support package is in place.
5.	Participate in group work, advocacy and community development as required.
6.	All Family Service Practitioners will consult within the agency and with Aboriginal support services and resources to assist in strengthening the service approach for Aboriginal families.

## Key responsibilities

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


1.	Use a range of techniques and approaches to engage with children and families that are reluctant or ambivalent about using support services, and establish working relationships with which demonstrate respect and honest communication, particularly about protective concerns and consequences.
2.	<p>Work with children and families to:</p> <ul style="list-style-type: none"> <li>• identify motivations to change, acknowledge the difficulty and hard work required in achieving their goals, and provide genuine and empathic reflections of change observed within families</li> <li>• build supportive networks that will provide enduring support for families and address isolation issues</li> <li>• promote positive parenting skills and provide practical support, modelling problem solving, communication and conflict management skills to parents and families.</li> </ul>
3.	<p>Case management activities:</p> <ul style="list-style-type: none"> <li>• Undertake comprehensive ongoing assessment of families, which includes both a child development and systemic perspective.</li> <li>• Develop and regularly review specific family action plans with each child and family that will form the basis of case management and therapeutic interventions.</li> <li>• Fulfil the program requirements regarding case records and data collection requirements.</li> <li>• Assist families to obtain goods and services that are necessary for their ongoing viability as a family unit</li> </ul>
4.	Ensure familiarity with a range of therapeutic approaches and strategies relevant to working with children and their families, and build on these to add to the service's repertoire of knowledge and skills.

## 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. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	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, or less formal qualifications with skills sufficient to perform at this level.
	2. Demonstrated awareness and commitment to working within the 'Best Interest Principles' outlined within the Child, Youth and Families Act 2005 and sound understanding of the Victorian Child Protection system.
	3. Demonstrated understanding of the social context and impact of child abuse and neglect, and an understanding of individual and systemic theories that underpin casework practice.
	4. Skills in engaging families who are reluctant to use support services, and ability to think systemically and broadly in relation to client action planning and interventions with children and families, at the same time focusing on specific issues.
	5. Effective written and verbal communication skills, computer skills in Microsoft Office packages, as well as excellent time management skills and ability to be self-directed.



## 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 three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (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 Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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