

# RAPID RESPONSE PRACTITIONER POSITION DESCRIPTION

## FAMILY SERVICES

## EASTERN REGION

**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>	Rapid Response Practitioner
<b>Program</b>	Family Services
<b>Classification</b>	SCHADS Award Level 6 (Social Worker Class 3) (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
<b>Duration</b>	ongoing
<b>Fixed term end date</b>	n/a
<b>Location</b>	Eastern Region, primarily at the Lilydale office
<b>Reporting Relationship</b>	This position reports directly to Team Leader of Rapid Response
<b>Effective date</b>	April 2019

## Overview of program

The Outer-East Rapid Response team compliments the suite of family supports within the Integrated Family Service Program. This program aims to prevent children being placed in Out of Home Care (OoHC) by providing their families with short-term intensive interventions, focused on assisting families to acquire and build important skills and knowledge, access resources and develop plans that reduce the risk to children.

Rapid Response is an evidence-informed program that uses various frameworks such as Signs of Safety, Homebuilders model and motivational interviewing to facilitate change. Referrals are made by Child Protection at the point the child/young person being at imminent risk of removal.

Rapid Response responds to referrals within 24-48 hours to provide an intensive 4 week service aimed at family preservation. The intensive hours are delivered in a flexible way that meets the family's needs.

## Position Objectives

1.	Support families to swiftly increase the safety and wellbeing of their children and avoid the need for their removal and placement in out-of-home care.
2.	Provide intensive, short-term, flexible and responsive evidence-informed interventions that specifically address identified safety and wellbeing goals.
3.	Engage families at a time of crisis to harness and build upon motivation to change behaviours and circumstances that put children and young people at significant risk.
4.	Conduct behaviourally specific and holistic family assessments using relevant theory and practice frameworks that identify family strengths, safety and wellbeing needs of children and young people, capacity for change and potential barriers to goal attainment.
5.	Work collaboratively with Child Protection, other professionals and families' broader social networks to ensure a coordinated support package is in place.

## Key responsibilities

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


1.	Active engagement: Provide assertive outreach to engage and build rapport with children, young people and families – including those who may be resistant – by being flexible, responsive, strengths-focused and creative.
2.	Behaviour change: Utilise a variety of evidence informed behavioural and cognitive strategies to facilitate sustained behaviour change, incorporating relevant theory and practice frameworks.
3.	Skills development: Teach parents and children through coaching and role-modelling. Create opportunities to practice, provide feedback and complete homework. Identify each individual's learning style to maximize teachings.
4.	Community Coordination and collaboration: Coordinate, collaborate and advocate with state (including Child Protection), local, public, and community services and systems affecting the family, while teaching clients to advocate and access support for themselves.
5.	Flexibility and Responsiveness: Tailor every intervention and ongoing services to each family's needs, strengths, lifestyle, and culture. Engage with the family at times of the day when they are most receptive.
6.	Actively contribute to a positive and learning culture and reflective practice via supervision and case review meetings.
7.	Fulfil program requirements regarding case recording, data collection, registration standards and other requirements such as the Rapid Response evaluation.

## 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).

	1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience
	2. Excellent understanding of issues that impact on families' ability to provide for the children's safety and wellbeing and factors required to support family preservation/placement prevention
	3. Demonstrated experience in using relevant theoretical approaches, cognitive and behavioural interventions and teaching methods (including motivational interviewing and parenting education/coaching) to implement change in families with complex vulnerabilities.
	4. Highly developed skills in conducting risk and needs assessments, specifically safety and wellbeing of children and young people, and skills in developing attainable goals that focus on positive outcomes.
	5. Sound understanding of Child Protection and broader service system and ability to work collaboratively with care teams to support a coordinated service system around families.

## 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: \_\_\_\_\_