

# FAMILY SERVICES PRACTICE LEADER POSITION DESCRIPTION

## FAMILY SERVICES ST LUKE'S 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>	Family Services Practice Leader
<b>Program</b>	Family Services
<b>Classification</b>	SCHADS Award Level 8 (Social Worker Class 4 + HD) (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 hours per week [negotiable]
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	N/A
<b>Location</b>	Position is based in Bendigo. Travel to other relevant regional sites will be an expectation of the role.
<b>Reporting Relationship</b>	This position reports directly to the Family Services Program Manager.
<b>Effective date</b>	September 2020

## Overview of program

Anglicare Victoria's Family Services within the St Luke's region, aims to strengthen families' capacity to meet the needs of their children aged 0-18 years, through the promotion of the safety and wellbeing of children and young people.

Our teams work alongside families and key stakeholders to provide in-home and community interventions with ranging intensities depending on the family needs. Services are delivered in a child-centred, family focused way; to ensure that we are working towards the best social, emotional, educational and health outcomes for children through the use of flexible and innovative interventions to address the risk, need and goals.

Our services operate across 6 Local Government Area's within the Loddon catchment, Swan Hill and Mildura. These services include [but are not limited to]:

- ChildFIRST/Orange Door
- Home Interaction Program for Parents & Youngsters.
- Integrated Family Services [incl Family Worker in school project]
- Changing Futures
- Parenting Assessment & Skills Development Service
- Functional Family Therapy through Child Welfare
- Stronger Families
- Families First.
- Complex Disability Support Program
- Early Childhood Education Program

The Practice Leader will provide support across identified regional Family Services teams; taking a lead role in strengthening professional practice and program development, through the provision of; reflective practice, delivering results in relation to funding requirements and supporting the delivery and application of practice approaches that reflect outcomes for the families we support.

## Position Objectives

1.	Lead professional practice and program development in order to promote best practice
2.	Collaboratively lead the ongoing quality improvement activities across the regional teams, ensuring that quality service delivery is embedded into practice and systems.
3.	Take a lead role in supporting the program to meet service quality standards and targets, mitigating risk and ensuring that appropriate processes are in place to enable continuous improvement of services
4.	Build and maintain purposeful relationships with key stakeholders across the service system to support outcomes and strengthen service delivery.
5.	Support the leadership and strategic direction of the service area.

## Key responsibilities:

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

1.	Support practice development and risk management through a variety of measures including but not limited to the provision of expert case consultations for complex families and file reviews to support staff and team reflections and improved outcomes for families. To build confidence and competence in teams and staff to provide quality services.
2.	Lead a range of practice and program development activities, including supporting the implementation of new services, implementing sector reform and integrating evidence informed practices. Develop a communications and


	education model to inform staff about sector reforms, best practice and other developments
3.	Provide professional development of staff, including supporting a culture of reflective practice, quality supervision and coaching. To co-ordinate, implement and deliver reflective practice sessions to the leadership team and staff group.
4.	Represent the service area at key stakeholder meetings to provide high level consultation and/or advice in relation to risk and the navigation of appropriate services. Identify, build and maintain quality partnerships that are mutually beneficial and support outcomes for children, young people and families.
5.	In collaboration with the leadership team develop, implement, monitor and review a feedback structure that supports continuous improvement through hearing the voices of the children, young people and families.
6.	Work with the leadership team and staff group to ensure that the programs within the region are working in a way that is inclusive, culturally safe and values diversity.
7.	Support the implementation and ongoing monitoring of systems that support the service area to deliver results through; service and quality standards, targets, and legislative and policy requirements
8.	Alongside the Program Manager and leadership team, oversee agreed key practice models/approaches and initiatives across the region, including but not limited to; Filming Interactions to Nurture Development [FIND], Safe & Together and the Family Worker in schools project.
9.	Provide support and leadership to strengthen the systems across the regional sites, to ensure that our service are providing flexible, responsive and consistent services across the sites.

## 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; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. Demonstrated excellence in the ability to strengthen the capacity of others through modelling, communication, coaching, and mentoring.
	3. Expert knowledge of and experience in the application of relevant theoretical approaches that underpin casework practice to vulnerable children, young people and families.
	4. Excellent skills in providing expert case consultation and advice in relation to complex cases, particularly around safety and wellbeing assessments
	5. Highly developed skills in delivering on projects within required timeframes.
	6. Highly developed skills in the ability to design and implement system changes that have beneficial outcomes for children, young people and their families and the agency.



## 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 an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### **Employee**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_