

## Position Description

<b>Title</b>	Senior Family Services Practitioner – Western Melbourne
<b>Business Unit</b>	Care and Placement Prevention – Child Youth and Family
<b>Location</b>	3 Duncans Road Werribee
<b>Employment type</b>	Full Time, Maximum Term to 30 June 2025
<b>Reports to</b>	Team Leader Family Services/FPR

### 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

The purpose of this role is to work 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.

### 2. Scope

**Budget:** Nil

**People:** Nil

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### 3. Relationships

#### Internal

- Team Leaders – Family Preservation & Reunification Response (FPR)
- Senior Manager-Care and Placement Prevention
- Reservoir staff
- Family services staff
- Uniting staff

#### External

- The Orange Door Western Melbourne
  - DFFH Child Protection including Community Based Child Protection (CBCP)
  - Western Melbourne Child & Family Services Alliance
  - Other Community Organisations
  - Relevant Networks
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### 4. Key Responsibility Areas

#### Service Delivery

- Manage a caseload which includes complex cases requiring intensive supports & strong care team facilitation.
- Work alongside the client family on agreed goals, assisting the family's progress through the service.
- Develop strategies to assist clients to meet their goals so clients progress and family needs are regularly reviewed and evaluated and exit plans for the family are formulated.
- 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.
- Participate in staff presentations and professional development also occurs in line with the Agency's Strategic Plan.
- Assertively engage with families and their children that are difficult to reach or engage.
- 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 which specify the delivery of services to families.
- Facilitate coordination within the multiple agency service system.
- Develop and maintain knowledge of community resources and networks.
- Liaise with agencies involved with the family, especially DFFH Child Protection and Integrated Family Services' partner agencies.
- Keep the Team Leader and/or Senior Manager advised of potentially critical situations involving families.
- Maintain up-to-date case notes and data records for each family.
- Arrange case conferences where required and undertake regular reviews with families.
- Facilitate and advocate for the family's access to services.
- Prepare client/family assessment, review and closure reports.
- Assist the family's motivation to change and use appropriate strategies to enhance the family's motivation.
- Communicate respectfully and honestly with families and demonstrate transparent practice in relation to welfare concerns.
- Complete risk assessments in line with the Best Interests Case Practice Framework & MARAM framework & Information Sharing Guidelines.

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- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.
- Participate in regular supervision sessions with the Team Leader and/or Senior Manager in line with agency standards.
- Participate in and contribute to staff processes of reflection, review development and planning, both in general and on occasions specifically designed for these purposes.
- Participate in wider agency and external agency activities as appropriate.

### Team Capability Building

- Provide formal case consultation with practitioners in the team on a day to day basis when issues arise and inform risk and need assessments/reviews which may then require escalation to the Team Leader.
- As directed by and in consultation with the Team Leader, provide formal case support with practitioners in the team; with a focus on recently appointed practitioners including new graduates, as part of their induction process and ongoing learning and development as well as those highly complex cases that may require a dual worker approach at times during service intervention.
- As directed by and in consultation with the Team Leader, participate in joint case management responsibilities with practitioners in the team; with a focus on recently appointed practitioners including new graduates, as part of their induction process and ongoing learning and development as well as those highly complex cases requiring a dual worker approach.
- Provide mentoring and coaching and being a role model for good work practice for practitioners in the wider team.
- Support the Team Leader to provide direct support where required, due to staff leave and/or vacancies.
- Facilitate and motivate team members to embrace a solution focused approach to problem solving & to work collegiately with peers.
- Assist the Team Leader to build, model and maintain a positive team culture and work collaboratively with the Care and Placement Prevention Leadership Group to build, model and maintain a positive, cohesive program culture in all interactions with staff, colleagues, clients, and external stakeholders.
- Be an active member of the Leadership Group including participation in internal and external community and professional education activities in collaboration with other Senior Practitioners, Team Leaders & Senior Manager.
- Supervise students on placement as required.
- Contribute to strong working relationships and promote effective work practices with relevant stakeholders.
- Perform higher duties as required.

### Quality and Risk

- Ensure all legal, funder and statutory requirements relating to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

### 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.

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- 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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## 5. Person Specification

### Qualifications

- Minimum tertiary qualifications in Social Work, Psychology, Welfare or a related discipline is essential

### Experience

- Demonstrated skills and experience in working with disempowered and vulnerable people, for three to five years, including:
  - Capacity to engage clients and establish effective helping relationships,
  - Undertake strength-based assessments, needs analysis, development of intervention plans and work with clients to bring about change; working with culturally and linguistically diverse communities.
  - Understanding of the issues involved in casework with children, young people and families.
- 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.
- Previous experience with mentoring, coaching and peer support is highly desirable.

### 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, 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

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#### 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.

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

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#### 7. Acknowledgement

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

##### Employee

Name:

Signature:

Date: