



Brotherhood of St Laurence

Working for an Australia free of poverty

POSITION TITLE	Integrated Family Services Practitioner
DIVISION	Community Programs
DEPARTMENT	Multicultural Communities Team
REPORTS TO	Family Services Manager

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment, and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient, and agile organisation

DEPARTMENTAL PURPOSE:

The BSL Multicultural Communities Team (MCT) works to provide programs such as Integrated Family Services (IFS) to strengthen family and community capacity and opportunity. Being able to shape responsive service provisions, influence public opinion and policy as well as act as a centre of knowledge and experience is at the core of the purpose.

More specifically, The Integrated Family Services (IFS) program provides support services for families of all races, cultures and backgrounds bringing specialist knowledge related to those who have experienced humanitarian or settlement issues.

The Integrated Family Services (IFS) Program provides case management support to vulnerable families, predominantly of refugee and migrant background, where concerns exist regarding a child's development, well-being and/or safety.

POSITION PURPOSE:

The purpose of the role is to support parents to create and sustain a safe and nurturing home environment which supports the development and stability of children by providing a range of culturally responsive interventions based on strong collaborative relationships.

KEY RESPONSIBILITIES:

- Conduct initial and regular review of family assessments, establish collaborative case plans in collaboration with families as guided by the Best Interest Framework Case Practice Model
- Provide complex case management, and service coordination for families and caregivers of children aged 0–17 years, with priority to families who are from asylum seeker or refugee background
- Working with the principle of self-determination, work with parents to identify family aspirations and assist them to develop goals in striving toward their aspirations
- Enable child voice to be included in family action plans when developmentally appropriate
- Facilitate and coordinate care team meetings in alignment with Family Centered Practice principles
- Achieve weekly service delivery targets
- Liaise and network with other agencies and professionals to enable the aspirations of families
- Facilitate connections between families and informal supports, including broader community engagement, to expand capabilities
- Provide efficient and transparent information about services to families
- Participate in continuous improvement processes to ensure quality service provision
- Maintain accurate and timely family records and complete regular data collection methods using the relevant data management system
- Contribute to reports, reflecting on data and casework and provide advice on the issues facing families
- Contribute to team planning cycles and collaborative initiatives across BSL
- Other duties as required

TO BE SUCCESSFUL YOU MUST HAVE

Essential:

- Qualification in Social Work or Psychology, or equivalent and eligibility for membership in the AASW or APS
- Proven experience in providing complex case management
- Understanding of DFFH Best Interests Framework, early childhood and parenting frameworks
- Demonstrated understanding of settlement issues and the challenges facing families of refugee and migrant background, and demonstrated experience in supporting families to address structural barriers and service system challenges
- Proven knowledge of relevant theory and therapeutic approaches regarding child development, trauma and attachment
- Demonstrated experience in collaborative practice and networking with a wide range of professionals to achieve positive outcomes for families
- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels of an organisation both internally, externally

- Demonstrated commitment to quality improvement
- Ability to work collaboratively and independently as part of a team
- Demonstrated ability to share learnings and applying learnings to practice improvement
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- Understanding and experience of effective group facilitation
- Application of computer programs including the Microsoft suite of programs A strong commitment to BSL values
- Driver's license and access to a roadworthy car.

Desirable:

- Experience of having lived the refugee or migrant story would be desirable

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include at times working out of the 9-5 timeframe, work-based travel, outreach case work, attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- Aa Working with Children Check is required for this position. The Brotherhood will facilitate this process