

Position Description

Position Title:	Family Services Practitioner
Program/Section and/or Portfolio:	Family Services
Location:	Mildura. Travel to other locations will be required.
Reports To:	Team Leader, Family Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.

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Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

About the Program/Section

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children's mental health, refugee and settlement support, communities for children (Shepparton)c carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims' assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

The Family Services program at CatholicCare Victoria provides Department of Families, Fairness and Housing (DFFH) funded services to families and children in the community. The Family Services program provides a continuum of support to families in the community, ranging from supporting them in their parenting role, to working intensively with families under increased pressure.

The Family Services program aims to promote strong families with children who are safe, healthy, resilient and thriving; and parents and caregivers who are supported to create safe and nurturing home environments. Along this continuum of support, the Family Services program provides responsive, flexible and sustainable support to children and families with the intensity that is required at the point when it is needed.

Position Summary

Family Services practitioners engage with children, young people and parents/caregivers in a child focused, empowering and meaningful way. Using a Relational Approach practitioners work with families to Connect; Understand; Link-Up; Build and Empower; and Create Opportunities and will work closely with other stakeholders and professionals. Practitioners work collaboratively and collectively with service providers. Delivery of rapid, flexible, culturally safe and intensive services when and where families need them are delivered alongside a care team approach. Evidence-informed approaches are embedded into practice and lead to improved outcomes for children and families.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Work with Children and Families	<ul style="list-style-type: none"> • Working with the Best Interest Case Practice Framework provide assessment and time limited case practice interventions that lead to improved outcomes for children which include safety and stability within families.

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	<ul style="list-style-type: none"> • Using a Care Team Approach, coordinate, facilitate and deliver a rapid, culturally safe, flexible and intensive service to children and their families. • Use approaches that consider the best interests of the child, trauma informed practices, knowledge of child development, attachment theories, family preservation and reunification principles, and other relevant frameworks. • Demonstrate an understanding of the causes of family violence and the theoretical underpinnings of working with families where family violence is an issue. • Develop goals, action plans and safety plans with families through direct work with individuals and groups as appropriate. • Regularly monitor progress, review interventions and refer to suitable services with the agreement of the family members. • Complete the designated Outcome Measurement tool in accordance with guidelines. • Work closely with the service sector, in particular Community Based Child Protection and the Child Protection program more broadly. • Work within a Care Team model. • Provide written reports where required and ensure all client work is recorded through case notes on the required database. • Use Flexible Funding for practical needs and specialist services to meet child and family needs and goals within the terms of the program guidelines and with the approval of the line manager.
Service Quality	<ul style="list-style-type: none"> • Conduct Assessments in accordance with guidelines and within specified timelines. • Undertake regular outcome measurements using the required outcome measurement tools. • Enter data as required to ensure Funding and Service Agreements are met. • Participate in ongoing evaluation processes with a focus on client outcomes, service responsiveness and flexibility. • Keep appropriate records including case note recording and statistical data. • Ensure case throughput as required by funding and service agreements.
Professional Development	<ul style="list-style-type: none"> • Participate in specific training and education relevant to the role as identified by the practitioner in consultation with the Supervisor. • Engage in supervision with the line manager and actively participate in supervision.
Work as part of a team	<ul style="list-style-type: none"> • Maintain quality case files. • Sound knowledge of the Children, Youth and Families Act, 2005, with a focus on the Best Interests Framework and Stability Planning. • Contribute to ongoing Quality Improvement as required. • Contribute to the ongoing development of the team through collaborative team work.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Family Services.

Position/s Reporting to Family Services Practitioner:

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Not applicable.

Authority:

The position works within standards and procedures.

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person's acting with the Manager's authority).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- Work under direction from the Team Leader, Family Services and work cooperatively with all Family Services team members and Team Leaders.
- Work alongside other programs and personnel located in the same or other CatholicCare Victoria locations.

External Relationships:

- Work with key stakeholders that support families and children including government and nongovernment organisations, particularly Child Protection and care team members from all services.
- Work with extended family members and other people who are significant in the lives of children.
- Participate in various Alliance activities, including working groups, as required.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

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Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Tertiary qualifications in Social Work, Welfare or other relevant tertiary study.

Experience

2. Demonstrated experience in case management working with vulnerable children and their families.
3. Demonstrated experience working in or with Department of Families, Fairness and Housing Child Protection (or similar) highly desirable.

Knowledge, Skills and Attributes

4. Knowledge of relevant theories, intervention approaches and understanding of the causes of family breakdown, child safety and child development.
5. An understanding of the impacts of trauma on children and adults and approaches for working effectively where trauma is featured.
6. Knowledge of the Best Interest Case Practice Framework, MARAM framework and an understanding of goal setting and review and family safety planning.
7. Ability to work effectively and cooperatively with a care team of professionals and family members.
8. Understanding of practicing in a culturally safe way and of the requirements for Aboriginal self determination.
9. Willingness to actively participate in supervision and professional development.
10. Highly developed written and verbal communication skills, the ability to use computer software and client management systems.

Child Safety

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11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.
12. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
13. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver’s licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent’s responsibility to maintain a current valid Driver’s Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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