

Position Description

Position Title:	Family Wellbeing Support Services Practitioner
Program:	Family Relationship and Wellbeing Services
Location:	Various. Travel to other locations will be required.
Reports To:	Team Leader, Family Relationship and Wellbeing 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.
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.

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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.
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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) 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 Wellbeing Support Service program is provided within the Mental Health, Wellbeing and Early Years stream. Other programs include Mental Health Planned Respite and Housing-Mental Health Pathways.

Family Wellbeing Support Service (FMHSS): This program provides early intervention and non-clinical mental health support for children and young people, aged up to 18 years, who are showing signs of, or are at risk of, developing mental illness. The program provides an accessible, flexible, high-quality, integrated and responsive service to the needs of the children, young people, their families and carers, to identify risk factors or issues which may lead to mental health issues and/or mental illness and collaboratively plan to address these issues and strengthen protective and positive factors.

Position Summary

The Family Wellbeing Support Practitioner will provide intensive, long-term, early intervention support for children, young people, and their families; short-term immediate assistance for children, young people and their families; and community outreach, mental health education, community development activities, and therapeutic group-based programs.

The position requires the capacity to work flexibly outside of core business hours to support the work with children, young people and their families, including outreach and outpost travel.

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
Service Delivery	<ul style="list-style-type: none"> • Applying case management principles and practice, work directly with children, young people and families and carers in accordance with legislation, program guidelines and practice instructions. • Provide quality, culturally responsive, respectful and inclusive services to Aboriginal and Torres Strait Islander children, young people and their families and relevant community members. • Provide quality, culturally responsive, respectful and inclusive services to children, young people and their families from culturally and linguistically diverse backgrounds.

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	<p><i>Intensive, early intervention support</i></p> <ul style="list-style-type: none"> • Complete assessments of the child or young person. • Utilising the Outcomes Star suite as the primary tool, collaboratively identify and articulate goals and develop and implement a Family Action Plan. • Collaboratively develop and implement a Safety Plan if necessary. • Complete at minimum a quarterly review and revision of the Family Action Plan. • Provide active and assertive in-home or community-based support to the child or young person and their family/carer and facilitate their engagement with, and access to services. • Co-facilitation of individual and group psychoeducational programs as identified and within current research-based industry accredited frameworks. • Assist families to develop skills in relationships and parenting through one-on-one support or through facilitation of group-based programs. • Assist families to develop community networks that will strengthen their family functioning. <p><i>Short-term, immediate assistance</i></p> <ul style="list-style-type: none"> • Complete a needs assessment of child or young person and their family or carer. • Provide information on mental health and wellbeing and service and support options. • Facilitate referrals to identified services and supports. • Provide limited or one-off direct practical assistance to support the identified needs of the child or young person and family or carer to strengthen individual and family functioning. <p><i>Community outreach, mental health education and community development</i></p> <ul style="list-style-type: none"> • Provision of community outreach, mental health education and community development activities to promote mental health and wellbeing for children and young people. • Facilitation of group work with children and young people to improve knowledge on mental health matters. • Facilitation of community development activities to strengthen capacity of communities to respond to issues that impact well-being for children and young people. • Facilitation of, and participation in, community events.
<p>Service Quality</p>	<ul style="list-style-type: none"> • Ensure compliance with the Mental Health Act (2014) and with the Children, Youth and Families Act (2005), Family Law Amendment Act 2008, and other relevant legislation, and to operate at all times with awareness and understanding of the provisions of the Acts. • Ensure compliance with the Victorian Child Safe Standards and National Principles for Child Safe Organisations. • Ensure all client information remains confidential as per the Privacy Act 1988 (Cwlth), National Privacy Principles (NPPs), organisational guidelines, program requirements and industry/sector expectations. • Maintain client data and information as required by legislation and funding body requirements. • Ensure the accurate and timely entry of data and case notes as outlined in program guidelines and in accordance with organisational client data management protocols and guidelines. • Ensure case throughput as required by funding and service agreements and organisational supervision. • Participate in evaluation processes to improve client outcomes and service responsiveness and flexibility.

Stakeholder Engagement	<ul style="list-style-type: none"> • Develop, maintain and strengthen existing and new linkages with a range of service providers and stakeholders, including however not limited to: mental health services; alcohol and other drug services; family violence services; homelessness services; education services; housing services; legal assistance services; family law courts; family support services; medical services such as general practitioners; Services Australia; and any other relevant services, such as financial counselling and health services. • Participate in network, alliance and sector activities as delegated.
Professional Development	<ul style="list-style-type: none"> • Participate in training and education relevant to the role as identified. • Engage and participate in supervision with line management. • Participate in performance management reviews.
Team Participation	<ul style="list-style-type: none"> • Contribute to a culture of mutual support, learning and practice excellence by maintaining currency with research and evidence-based practice. • Contribute to building team capacity and effectiveness to deliver evidence and strengths-based programs, including participation in team meetings and reflective practice. • Participate in organisational meetings, working groups and activities as required.

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, Mental Health and Wellbeing.

Authority:

The position is required to adhere to established work practices and sets priorities and monitors workflows in the position's area of responsibility.

The position is required to exercise a degree of autonomy.

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

Stakeholder Relationships

Internal Relationships

Works under direction from the Team Leader, Mental Health and Wellbeing and will develop effective working relationships with all employees and leadership staff across CatholicCare Victoria.

External Relationships

A range of stakeholders, including however not limited to: mental health services; alcohol and other drug services; family violence services; homelessness services; education services; housing services; legal assistance services; family law courts; family support services; medical services such as general practitioners; Services Australia; and any other relevant services, such as financial counselling and health services.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

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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.

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
- IAD

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Key Requirement

Qualifications and / or Training

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

Experience

1. Demonstrated experience in service coordination and the application of case management principles and practice.
2. Demonstrated experience in the facilitation of psycho-educational group work for children and adults within current research-based industry accredited frameworks.

Knowledge, Skills and Attributes

3. Demonstrated knowledge of mental health issues that impact families, children, and young people and the application of relevant theories, psycho-educational interventions within a case management and family inclusive community-based approach.
4. Demonstrated knowledge and understanding of the social and environmental factors as well as the risk and protective factors that impact on the development of mental health issues in children and young people.
5. Demonstrated ability to work collaboratively and effectively across service sectors and with organisations that are primary sources for identifying children and youth at risk of mental health issues / mental illness.
6. Demonstrated understanding of practicing in a culturally safe way and of the requirement for Aboriginal self-determination.
7. Demonstrated understanding of appropriate behaviors when engaging with children and young people, including those with a disability and from culturally and/or linguistically diverse backgrounds.
8. Demonstrated understanding of evidence-based practice development and continuous learning.
9. Experience in service promotion and community education, including development and maintenance of stakeholder relationships and facilitation of community and stakeholder forums.
10. Knowledge of relevant legislation and an understanding of funding body guidelines and organisational practice instructions.

Child Safety

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.

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The incumbent is required to agree to undertake 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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