

# Position Description



<b>Title:</b>	Family Services Practitioner
<b>Business Unit:</b>	Child and Family Services, Eastern and Southern Melbourne
<b>Location:</b>	184 Sladen Street, Cranbourne and other locations as required
<b>Employment type:</b>	Full time   Maximum term until 29 January 2021 (parental leave replacement)
<b>Reports to:</b>	Team Leader – Family Services

## About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

## Position purpose

The practitioner is responsible for developing Family Action Plans, Safety Plans and making referrals to other services, as well as medium to long term case management, therapeutic casework, advocacy and support to client families.

## Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• Team Leader</li><li>• Manager Child and Family Services</li><li>• Senior Manager Child and Family Services</li><li>• Executive Officer</li><li>• Family Services staff</li><li>• Other Uniting Team Leaders and staff</li></ul>
<b>External:</b>	<ul style="list-style-type: none"><li>• DHHS</li><li>• South East Family Services Alliance</li><li>• Maternal and Child Health Nurses</li><li>• Other key stakeholders</li></ul>

## Key responsibility areas

<b>Service delivery</b>	<ul style="list-style-type: none"><li>• Provide intensive casework of families.</li><li>• Liaise with Child Protection</li><li>• Demonstrate assertive outreach to hard-to-reach families</li><li>• Develop collaborative relationships with other agencies providing client services</li><li>• Liaise with schools and network service providers</li><li>• Advocate for families to needed services</li><li>• Other projects and duties, as required</li></ul>
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Date Approved: Feb 2019	Printed copies of this document are not controlled.	Next Review Date: Annual Performance Review

# Position description

## Family Services Practitioner



- Administration and finance**
- Prepare reports, service documents and maintain accurate and up-to-date case notes
  - Broker services appropriate to the family's needs
  - Participate in regular supervision with supervisor
  - Set priorities and manage time appropriately
  - Comply with Uniting Connections program policies and procedures
  - Comply with relevant Occupational Health and Safety standards
- Quality and risk**
- Undertake risk and needs assessments of children and families
  - Comply with Uniting Connections policies and procedures and ensure Child Safety at all times
  - Raise and report any concerns about Child Safety immediately
- 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.
  - 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.

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## Person specification

- Qualifications & requirements**
- A degree in Social Work, Psychology or a related tertiary qualification relevant to child and family welfare
  - Demonstrated ability as a practitioner in the child, youth and family welfare field
  - A commitment to the family-centered approach and the family strengthening and empowerment models of practice
  - An understanding of the 'Best Interests' framework and Children Youth and Families Act (CYFA) 2005 is desirable
  - Driver's license valid in Victoria
- Experience & competencies**
- Proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context
  - Demonstrated ability to work flexibly to meet the current needs of families, young people and children
  - Proven ability to work collaboratively with families to meet and achieve goals that facilitate safe and nurturing environments for children and young people including developing action plans
  - Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
  - Demonstrated organizational and time management skills
  - Computer literacy

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## Family Services Practitioner



- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Personal Attributes:**
  - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
  - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
  - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
  - Conscientious: Responsible, dependable, organised and persistent.
  - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
  - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

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## 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

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