

JOB DESCRIPTION

Position title:	Family Practitioner Early Matters
Approved by:	Senior Manager Centre Operations – North and West
Date effective:	July 2019

PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) delivers primary prevention group work activities and early intervention services for children and parents as part of RAV's Early Matters program based in Sunshine and Ballarat.

Early Matters

Early Matters is a multi-component program that seeks to promote and strengthen healthy relationships to prevent families entering a stress pathway at three (3) critical transition points:

- post-natal/post-partum relationships;
- kindergarten;
- middle to late primary school-transition to high school.

Early Matters has two (2) integrated intervention components: promotion (universal education) and strengthening (early intervention). The first component incorporates a range of educative group work programs for children and parents that will be delivered in maternal and child health centres, kindergartens and primary schools. Such programs will include:

- *Tuning Into Kids*, Mindful Melbourne University's parenting program focusing on the emotional connection between parents and children;
- RAV's couples program, *ATTUNE*, which provides couples with knowledge, practical skills and attitudes for good emotional and relationship health;
- *I like, like you: A Healthy Intimate Relationships Program for Schools*, using a whole school approach to promote the connection between healthy intimate relationships and emotional health and well-being.
- *Ready Set Kids*, a program for four (4) to six (6) year olds which teaches children to recognise their emotions, enhances interpersonal and social skills, and promotes confidence and resilience.

Families requiring extra support will be identified through our educative programs (and other agencies) and will be referred into the second component, comprised of:

- multi-risk assessment;
- an innovative home visiting model developed from a single session framework.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities. As a community-based, not-for-profit organisation with no religious affiliations, our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services from 16 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

POSITION SUMMARY

This role has primary responsibility for the provision of group work in a range of settings including kindergartens, schools, and other community-based settings; and for the delivery of a brief home visiting service to families either in their homes or in a community setting.

This is a diverse role requiring the practitioner to:

- engage and collaborate with local maternal and child health centres, kindergartens and primary schools in primary prevention activities;
- facilitate educative group work programs for parents/couples in maternal child health centres, kindergartens and primary schools;
- facilitate whole school approach programs for children in upper primary school;
- receive referrals from agencies and families and undertake telephone psycho-social assessments;
- conduct a home visiting service informed by a single session therapy framework.

RAV Principles of Family Centred Practice

- RAV service providers and families work collaboratively to identify family goals and priorities.
- RAV service providers provide parents with choices regarding strategies.
- RAV service providers maximise family involvement in decision making.
- RAV service providers value the experience of family members, approaching each family as unique, and do not operate from stereotypes.
- RAV service providers help families to feel valued and understood and are non-judgemental and transparent.
- RAV service providers work from a multi-modal approach in a flexible way in order to meet the needs of the family.

KEY RESULT AREAS

Area	Tasks
Professional counselling and therapy services (single session model)	<ul style="list-style-type: none">• Provision of professional, high quality early intervention services to clients.• Efficient processing/completion of client details in CRM and effective record keeping.• Effective participation in supervision (individual and group) and professional practice development.• Consultation, as required, to provide effective and efficient services, with relevant community and service providers.• Positive feedback from clients on services provided.• Prompt reporting of notifiable incidents to line manager.• Compliance with RAV policies and procedures.• Awareness of and compliance with Federal funding requirements.
Record keeping	<ul style="list-style-type: none">• Maintain accurate case files and electronic records of client attendance, appropriate case notes and necessary forms.

Capability management, development and practice	<ul style="list-style-type: none"> • Receive regular evaluations from clients on their support and group work, and use them to improve practice and achieve better outcomes. • Stay contemporary in professional competency and skills through active participation in supervision, professional development, and clinical review. • Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting couple and family relationships and practice.
Stakeholder management	<ul style="list-style-type: none"> • Maintain respectful, professional and supportive relations with centre staff, work area, colleagues, following reasonable instructions and requests given by line-manager, senior clinical staff in accordance with RAV's values, operational and business requirements. • Work effectively with a diverse range of community clients, including CALD, Aboriginal and Torres Strait Islander community, mental health issues, family violence issues and individuals at risk. • Participation in community development and seminars, as appropriate.
Policies, procedures and systems	<ul style="list-style-type: none"> • Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> • Perform additional duties from time to time, as required by management.

REPORTING

Line manager:	Centre Manager
Manages:	Nil
Key internal liaison:	Early Matters practitioners, other counsellors and administration staff
External liaison:	Clients, external service providers, community leaders, relevant contacts and elders
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of professional, high quality early intervention services to clients.
- Effective management of own case load in consultation with program coordinator.
- Efficient processing/completion of client details in CRM and effective record keeping.
- Effective participation in supervision (individual and group) and professional practice development.
- Consultation, as required, to provide effective and efficient services, with relevant community and service providers.
- Positive feedback from clients on services provided.
- Prompt reporting of notifiable incidents to line manager.
- Compliance with RAV policies and procedures.
- Awareness of and compliance with State and Federal funding requirements.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- To be successful in this role you will have a tertiary qualification in social work, psychology or similar qualifications.
- Demonstrated experience and expertise working with children and parents, with the capacity to undertake group work interventions and a direct therapeutic home visiting service for families at risk.
- Consistently and effectively engage and support parents in their parenting role using strengths based and family-centered practice.
- Knowledge of parenting practices that support parent-child relationships.
- An understanding of the importance of the “early years” and child development.
- An understanding of common stressors and intergenerational issues that have the potential to impact on families, including family life cycle issues, as well as a range of therapeutic and supportive approaches.
- Sound assessment, formulation and clinical case planning skills.
- Experience in inter-agency collaborative work with families, including an understanding of the benefits and challenges of integrated service delivery
- Demonstrated capacity to work independently and as part of a team.
- Must have own vehicle and Victorian driver's licence.
- Candidates with demonstrable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable).

Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Experience, or a capacity and interest in conducting whole school approach programs in primary schools.
- An interest, and/or experience and training in single session therapy.