

Position Description

Family Support Practitioner

Location:	Townsville	Reports To:	Practice Supervisor
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 4	Salary Range:	\$72,362 – \$77,859 per annum plus 9.5% superannuation (pro-rata for part time)
PD Date:	March 2021		

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

- Delivering an outreach model of family case-management programs to families, caregivers, kids and young people.
- Facilitating social learning, community connectedness, good health and well-being.
- Working with other professionals and agencies utilising an ecological model.
- Engaging families, obtaining consent and developing a case plan in conjunction with the family which addresses unmet needs and child protection concerns.
- Working collaboratively with other professionals and agencies to ensure families goals are achieved.

Key responsibilities

- Maintain a regular case load of client families.
- Regularly attend and participate in case reviews.
- Be client focused and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative* and collaboratively with colleagues and other service providers.

- Maintain your professional skills and meet our operational procedures.
- Build and maintain service level relationships with government and NGOs.
- Provide timely, quality reports to management.
- Maintain accurate, up-to-date data entry records in required databases.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.

About you

Qualifications

- A tertiary degree in a relevant discipline (allied health, social work, human services).
- Professional registration (if required).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least 2 years' experience providing case-management and therapeutic services to families, caregivers, young people and children in a child protection framework.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- An understanding of current child protection legislation and policy reforms.
- An ability to work collaboratively as part of a team.
- Well-developed communication, problem solving and interpersonal skills.
- Excellent IT skills in electronic database entry of case management information and using standard Microsoft Office applications including Microsoft Outlook or similar.
- Excellent time management skills in maintaining a case load of clients, including timely record keeping and database entry, as well as meeting clinical supervision and other job requirements

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- A current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.