

Position Title: Clinical Care Practitioner

Award: Health Professionals and Support Services (HPSS) Award

Classification: Health Professional Employee (HPE) Level 3

Portfolio: Home

Reports to: Out of Home Care Manager

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: Chief Operating Officer – Community Services

Employee Signature: _____ **Date:** _____

Job Focus

The Clinical Care Practitioner provides clinical expertise and guidance for SYC's out of home care programs. Contributing to the effective delivery of therapeutic care services to children and young people, the role is responsible for facilitating social and psychological assessment, intake and transition supports for young people, and the provision of clinical supervision and training to care employees, and specialist psychological interventions for clients.

KRA 1 – Professional

KRA 1.1 – Clinical Care and Supervision

- Coordinate and oversee the initial referral of young people into SYC care programs in a timely manner, gathering relevant information, conducting social and psychological assessment and intake screening of young people, and providing expert advice and guidance for decision making regarding referral outcomes.
- In collaboration with the applicable team, select and place young people based on suitability criteria and support their transition into the home.
- Contribute to the development, implementation and regular review of individual care and transition plans for young people who have histories of complex trauma.
- Provide specialist psychological intervention, assessment, referral, and consultation services to support young people in out of home care.
- Provide clinical expertise and support to employees regarding ethical and effective ways to address the social, clinical, and wellbeing needs of young people.
- Attend regular case reviews and case conferences.
- Participate in the 'On-Call' roster/s and provide crisis response when needed.
- Provide high-level clinical consultation and regular clinical supervision with the care support employees, empowering and improving employee capability through reflection, skill development and wellbeing.
- Model professional, ethical, and respectful practice

- Create and maintain effective and meaningful networks and partnerships with a wide range of key stakeholders, both internal and external, including service providers and community agencies.
- Effectively collaborate as a member of a multi-disciplinary team, and with other SYC programs and teams to support young people to achieve their goals.
- Ensure the timely and accurate completion of all administration tasks, including but not limited to:
 - Maintenance of appropriate and accurate supervision and case notes in line with established procedures.
 - Administer evaluation tools and assist in the collation and analysis of data and statistics as appropriate.
 - Provide the manager or senior management with progress reports and feedback as requested.
- Contribute to the development and review of service procedures and practices, ensuring that ethical, moral, legal, and contractual best practice standards are achieved.
- Contribute to the maintenance and development of SYC service objectives by attending and effectively participating in meetings, supervision, and training / professional development activities.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation, and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills, or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.

- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Qualifications and Experience

- Registration with the appropriate professional authority (i.e. AASW, AHPRA) is essential.
- Minimum bachelor's degree qualification in Psychology or Social Work is essential.
- Extensive proven experience working in a human service delivery setting is essential.
- Experience and or qualifications in the delivery of clinical supervision is essential.
- Demonstrated ability to lead, guide and support employees and demonstrate excellence in clinical practice and case management skills.
- Demonstrated experience working with clients with high and complex needs, particularly young people who are disadvantaged by homelessness, family breakdown, poverty, lack of education, violence, or trauma.
- Demonstrated work experience in a therapeutic service/program with children and/or young people.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Application of learned knowledge.
- Strong engagement skills and the ability to interact effectively and sensitively with young people, families, and other service providers to achieve positive outcomes with clients.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes with minimal supervision and/or direction and to successfully meet deadlines.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions.
- Communication skills, both written and verbal, including the ability to produce written documentation of a high quality, including case notes and reports.
- Comprehensive psycho-social assessment skills, including risk assessment.
- Relationship management skills to create, maintain and build positive working relationships with key stakeholders including employees, managers, young people, social workers, and families.
- Computer literacy, including the use of Office365 software and Client Record Management systems.

Able to demonstrate knowledge and understanding of:

- The fundamentals of clinical supervision, reflective practices, and models of supervision.
- Evidence based therapeutic interventions for working with young people who have experienced complex trauma, abuse, and neglect.
- Trauma informed practice.
- Attachment and object relations theory.
- Therapeutic community models and residential care.

Key Attributes

- Demonstrates high level of honesty, integrity, and confidentiality.
- Commitment to the involvement of young people in decision making.
- Empathy and compassion for the 'journey' of the young person in care.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Prepared to undergo Psychological Assessment and be “assessed as suitable” in accordance with the Child and Young Persons (Safety) Act 2017 is an essential requirement for this role.
- Prepared to maintain ongoing registration with the relevant professional authority (i.e. AASW, AHPRA) is essential.
- Willingness to participate in an out-of-hours on-call roster is an essential requirement of this role.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
- Prepared to work from, or be located at, any SYC site is required.