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Family Support Practitioner – Head to Health Geelong

*Drummond Street Services is an essential service, and its workers, contractors, students and volunteers are authorised workers and are* ***required*** *to be* ***vaccinated*** *against COVID-19 from 15th November 2021 (suitable proof includes COVID-19 Digital Certificate or Immunisation history statement). Exceptions only include workers that hold certification from a medical practitioner that they are unable to receive a dose, or a further dose, of a COVID-19 vaccine due to a medical contraindication or an acute medical illness (this includes contractors, self-employed and unpaid workers).*

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| **Position Title:** | Family Support Practitioner | | | **Position Grade:** | SCHADS 5 |
| **Department/Division:** | Drummond Street Services Geelong/ Head to Health Team | | | **Position No.** |  |
| **Reporting to:** | Senior Practitioner | | | | |
| **Position summary/purpose:** | | | | | |
| **First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.**  The Head to Health Geelong centre, a partnership between Neami National and Drummond Street, is an exciting new service which provides the Geelong community an alternative service to attend when experiencing mental health crisis. Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practice. The Head to Health Geelong service will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence-based and evidence informed care. The Head to Health Geelong service will have a strong focus on lived experience and will support a high engagement, multi-disciplinary crisis model.  The Family Support Practitioner is an exciting role, responsible for providing high quality services to consumers experiencing mental health crisis and their families presenting to Head to Health Geelong. You will work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses, medical officers and consultant psychiatrists. As a Family Practitioner, you will draw on your discipline skills, to engage with consumers and their families/friends/carers, other clinicians, the consumer’s treatment team and Lived Experience staff to provide high quality family support assessments and interventions aimed at improving mental health outcomes for consumers and their families accessing Head to Health Geelong. | | | | | |
| **Key Responsibilities** | | | | | |
| **Service Delivery**  Provide support for consumers and their families that reduce risks and increase protective factors for a range of mental health and wellbeing outcomes.  Utilise prevention and early intervention strategies that are holistic and family centred.  Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support consumers and their families and promote the recovery model.  Support the design, delivery and implementation of evidence based and intentional family-based programs.  Provide community engagement and development approaches to build supportive pathways for vulnerable communities and families.  Develop and implement family case plans based on sensitive assessment, in collaboration with the consumer, their family and other care team practitioners.  Assertive engagement of consumer cohorts that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including aboriginal families, emerging culturally and linguistically diverse communities and greater risk cohorts including LGBTIQ.  Contribute to the achievement of individual, team and organisational program targets and KPIs as per contractual agreements with funders and those determined by drummond street and Neami National.  **Community Development and Training**  Work with team members collect information on community resources.  Provide secondary consultations to other Head to Health practitioners and peer workers.  Participate in professional development and training as identified in collaboration with line manager.  Participate in individual and group supervision as well as communities of practice.  Participate in annual performance reviews and professional development plans.  **Accountability**  Participate in the ongoing development of the service to ensure it is meeting community and consumer needs.  Comply with funded service standards, practice manual, contract guidelines, and local operating procedures.  Comply with Child Safe Standards and obligations under the Reportable Conduct Scheme and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families.  Ensure program case notes and other consumer information is recorded according to service standards and practice.  Ensure reporting requirements for the program are undertaken.  Work within risk management, quality standards and continuous improvement frameworks.  **Research and Evaluation**  Assist with research and evaluation activities and assist with data collection.  **Risk**  Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.  Implement Neami Risk Management Framework at the Head to Health Geelong service and ensure timely response to any identified risks related to staff and/or consumers.  Actively monitor and act to improve the quality and safety of consumer services.  **OH&S**  Identify, report and record all safety hazards, incidents and injuries.  Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related ds OHS procedures and Safe Operating Procedures.  **Quality Assurance & Improvement**  Be proactive, engaged in and committed to creating great experiences for each consumer.  Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.  **Social Differences**  Role model, demonstrate and promote respect for and value social differences.  Interact with drummond street consumers, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.    **Productivity**  Focus on people as well as productivity.  Monitor productivity, identify and implement improvements as needed.  **Infection Control**  Commit to all necessary infection control measures as directed, including:  Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.  Wear personal protective equipment (PPE) as directed. | | | | | |
| **Key Competencies/Skills** | | | **Experience Profile (incl Qualifications)** | | |
| **Competency** | | **Technical/Functional** | Tertiary qualification in Social Work, Family Therapy or Psychology and further training in relation to family work  Significant experience in the family services and/or mental health sectors in a similar role  Demonstrated knowledge and application of a range of therapeutic approaches for individuals, couples, families  Demonstrated experience with providing supportive counselling and case work that supports families with multiple and complex needs such as mental health, family violence, AOD issues  Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ and culturally and linguistically diverse people and communities  Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships  Demonstrated high level written, oral and interpersonal communication skills | | |
| Organisational & Quality Focus  Results Driven & Consumer Orientated  Promotes productive work practices  Creative, flexible and solution focused  High level of self-awareness, professionalism and social justice values | | Intentional, consumer focused delivery  Work within a public health model prevention and early intervention framework  Family-aware and inclusive practice skills  Information technology & communication skills  Community & inter-agency relationships skills  Culturally- aware competencies  Trauma informed knowledge & practice  A current Working with Children Check  A current Australian driver’s license |
| **Position Dimensions** | | | **Decision Making Authority** | | |
| No. Of FTE: 0.75EFT (30 hours per week)  Roster: This position will work from 11am to 5pm five weekdays per week | | | Clear direction to case interventions in the context of assessment and case planning.  Responsible for the management of case load, in consultation with their Manager. | | |