

Position Description

Program or Function name:	Putting Families First
Role Title:	Lead Family Practitioner
Award Classification: (If relevant)	SCHCADS Level 6
Location:	TBC – Sunshine or Yarraville This role is suitable for Hybrid work format
Employment Status:	Full time ongoing
Reports to:	Team Manager, Putting Families First

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Putting Families First

The exciting consortium of OzChild, Youth Support and Advocacy Service (YSAS), Australian African Foundation for Retention and Opportunity (AAFRO), Charis Youth and Community, and the Victorian Aboriginal Child Care Agency (VACCA) has been chosen to lead and deliver the new and innovative Putting Families First (PFF) program in the Brimbank Melton area.

The consortium has come together with a shared vision of achieving better outcomes for young people and their families and in recognition and respect of each agency's breadth and depth of skills, knowledge, expertise and cultural match. PFF aims to intensively support people who come into contact



with both the Child Protection and the Justice systems to make sustained change in their family's lives. In Brimbank Melton the people PFF will be working with come from a diverse range of communities.

The current service system presents a range of challenges that make it difficult for families to overcome intergenerational and intrafamilial drivers of disadvantage and contact with the child protection and justice systems. This includes missed opportunities to intervene early, system barriers and a limited 'whole of family' lens to providing services and addressing the needs of family members, and the family as a unit.

PFF will seek to address many of the challenges that currently limit the impact of services for these families. This proof of concept provides a unique opportunity to impact intergenerational and intrafamily drivers of disadvantage through addressing underlying system barriers that impact service effectiveness for families experiencing disadvantage.

Addressing these barriers will then help enable practitioners to work with families to progress their holistic family goals and sustain improved health and wellbeing outcomes. In addition, it is hoped this innovative model of care will help shift system outcomes and avoid preventable future tertiary and justice service use.

Role Purpose Summary

The Lead Family Practitioner is responsible for complex care coordination of children, young people and their families from diverse communities who are often subject to entrenched disadvantage and who have come into contact with the Child Protection and Justice systems. The impacts of this disadvantage and adverse outcomes include higher incidences of family violence, offending behaviour, contact with child protection, and other harmful experiences, as well as sustained contact with the service system.

PFF offers an opportunity to divert these families from avoidable use of tertiary services by intervening earlier and providing holistic support that addresses the risk factors that increase the likelihood of future contact with the system. Utilising evidence informed interventions the Lead Family Practitioner will work in collaboration with other members of the integrated interdisciplinary team to provide holistic support to families and extended family members.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.



Position Specific Responsibilities

The Lead Family Practitioner will work intensively, collaboratively, and persistently with a whole of family lens, whilst utilising a range of evidence informed practice elements, including (but not limited to):

- Ensuring a ‘whole of family approach’ to service interventions to improve life outcomes and create lasting change
- A strengths-based approach that is client centred, respects self-determination and promotes resilience.
- motivate families to engage in and continue with programs and services.
- building engagement and showing respect, communicating a sense of hope and competence
- providing practical support and supporting behaviour change through modelling and personal engagement, graduating to therapeutic interventions if required
- coordinating integrated assessment, planning, and service delivery for the family
- providing system navigation and advocating for the family
- identify and monitor families risks and needs
- based on these risks and needs, coordinate and prioritise access to appropriate programs, services, and activities
- employing a graduated approach to case management that involves stepping back as family stability, autonomy and capability increases.
- Rehabilitation, reducing offending and strengthening community safety, and Community and family engagement.
- Contributing to the ‘test and learn’ approach to this proof of concept, including the development of an evidence-based practice module ‘one family one plan’ to support engagement, planning, and service delivery with families. The model will focus on persistent and assertive outreach to build robust relationships with family members, and enable families to receive the right support, at the right time and in the right place.
- Provide comprehensive reporting both on an individual family basis and across the program.
- Provide a family-friendly service response through bringing together social, health and justice services together into an interdisciplinary care team. Face-to-face service delivery will largely be channelled through a Lead Family Practitioner interdisciplinary model who will work with the whole team to assess, plan, coordinate and facilitate delivery of practical and therapeutic support.
- Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment.
- Immediately report emergencies and incidents to the Team Manager
- Work alongside the consortium to enable continual improvement to the design and implementation of PFF

Key Job Relationships

Internal

- Consortium Functional Team
- PFF Consortium Partners
- Leadership Group

External

- Department of Families, Fairness and Housing (DFFH)
- Department of Justice and Community Safety



- National Support Teams
- Mental health services
- Legal services
- Housing
- Family Safety Victoria
- Community Service Organisations
- Consultants
- Contractors
- Suppliers

Qualifications

Essential

- An appropriate tertiary qualification in Social Work, Psychology, Community Services or a related discipline is essential.

Desirable

- Relevant Post Graduate qualifications such as family therapy.

Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Understanding and working knowledge of
 - long-term and intergenerational impacts of the service system on vulnerable children and families
 - intergenerational and intrafamilial drivers of disadvantage
- Experienced in intensive and complex case management.
- Experience working as part of a multi-disciplinary team and/or in a consortium would be highly regarded.
- Working in child youth and families sector working with highly complex families.
- Extensive experience and comprehensive understanding of Child and Family Services, the Child Protection system and court orders.
- Experience in developing strengths-based risk and needs assessments with families and managing risk.
- Solid understanding of the principles and challenges of supporting vulnerable families and knowledge of Child Protection issues in relation to children 'at risk'.
- An understanding of cultural contexts and the unique needs of Aboriginal children and young people, their families, and communities
- An understanding of cultural contexts and the unique needs of CALD children and young people, their families, and communities.
- Understanding of the broad range of issues impacting on the community services sector. Good communication and organisational skills. Excellent written skills.



- Effective network development skills. Lived experience of statutory service delivery (that is, Justice and/or Child Protection system) would be highly regarded
- Strong knowledge of child development and family relationship dynamics, especially for families experiencing crisis and vulnerability, and 'at risk' children, young people, and families.
- Significant experience in assessment, case formulation and intervention
- Sound computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management, communications, and accounting systems.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with all services of OzChild, the clients, their families, and other people significant to the client.
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences, and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings, and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

- Ensure compliance with OzChild's Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety.
- Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- Participate in and complete all mandatory training and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates, and clearances to meet the requirements of their position.
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness, and outcomes.
- Ensure the safety and well-being of self and other.
- Work together as a team and encourage and support others within their team.
- Speak up and making it clear when behaviour is unacceptable.



- Support those who are affected by breaches of policy or procedure and encouraging them to take action.
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others.
- Undertake all duties safely and in accordance with applicable policy, procedures, and processes.
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing.
- Where appropriate, participate in workplace safety and wellbeing training, programs, and initiatives.
- Report all work health and safety breaches, hazards, incidents, and assist with actions to reduce and eliminate risks.
- Report any work related or non-work-related injury or illness.
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work-related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date:

[Click here to enter a date.](#)

