

Child & Family Practitioner – Families in Focus (Targeted Support)

This position is within Child & Family. It is part of various child and family services teams.

- Position**
- This position reports to the Team Leader
 - Reporting line may vary depending on location and service size
 - This position does not have any direct reports This position may have direct reports, positions vary
 - This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

Purpose

The purpose of this position is to support the implementation of the supported playgroups plus, transition to school and I matter programs and increase community engagement. The role provides intensive targeted early intervention support to vulnerable children and families in the Macarthur area, through providing flexible and targeted support programs, case management, risk assessment, advocacy and referral, contributing to meaningful outcomes that increase the well-being and safety of children and families.

To achieve this purpose, the position holder would typically:

- Focus**
- Work with a range of designated clients. The number of clients will depend on factors such as phase of intervention, complexity, geography and the nature of the service. Practitioners may work with individuals, or multiple stakeholders relating to the individual and/or family.
 - Engage clients including children, young people, adults and/or families, using appropriate assessment and risk minimisation processes.
 - Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their support plan and outcomes that identify strengths as well as areas of risk, ensuring children and young people are actively engaged in the process.
 - Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
 - Assist clients to engage with wrap around services directly, as appropriate.
 - Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
 - Develop and facilitate or co-facilitate supported, transition to school programs, parent groups and workshops relating to service delivery.
 - Make child protection reports to the child protection helpline when assessed as necessary, in consultation with the Team Leader or Manager.
 - Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
 - Document all administration requirements and client records using technology and paper based systems in a clear, logical, understandable and timely way.
 - Advise the Team Leader of any significant changes or concerns regarding the client, their wellbeing, their services, or other risks, as soon as possible.
 - Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.



When things are going well we would expect to see these outcomes:

Outcomes

- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised
- The way we work with clients is planned, coordinated, and well documented
- The most effective outcome for the client is identified
- Clients indicate they are satisfied with their service
- Improved outcomes for clients are identified as an outcome of service delivery

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Support workers
- Other Child & Family Practitioners
- Manager, Practice Support
- Managers

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies
- Wrap around services such a schools, allied health

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- Degree qualified in social work, early childhood, teaching, community welfare or similar
- At least 12 months case management experience working with children and families with complex needs including experience undertaking comprehensive risk assessments
- Excellent understanding of child protection issues and client vulnerabilities such as drug and alcohol use, domestic violence, mental health issues, financial distress, isolation and the impact of trauma and the effect on child behaviour and development
- Demonstrated commitment to working within a cultural humility framework with a focus on the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Demonstrated ability to identify children and young people at risk and report child protection concerns as directed under child protection legislation and within Organisational policies and processes.
- Demonstrated understanding of the impact of domestic and family violence on women and children with a commitment to empowering women and children through supported advocacy and case management
- Experience in program and planning for children 0-12 years with a focus on social and emotional intelligence and delivered in a variety of settings including the community and Education System
- Demonstrated commitment to accurate and complete documentation, record keeping and other administration tasks
- Good written and verbal communication skills
- Good relationship building skills with the ability to create strong working relationships with different stakeholders
- Drivers licence and willingness to drive a van

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

Context

- Being able to positively influence a client's future
- Being able to advocate for the needs of a client
- Working with the team to get a comprehensive view and reach better outcomes
- Reflecting on positive feedback when suggestions have been helpful

Those with knowledge of this position say some key challenges you might experience are:

- Potentially serious consequences of decision making and its impact on children, young people and families
- Ensuring self care to prevent burn out
- Managing competing priorities and needs of stakeholders
- Home visiting when there are risk associated with the visit and ensuring strategies are in place to ensure safety

Approvals

Approver	Director, Human Resources	Date: 11 June 2020	Position Code: CFS009
Review history	V1.0 Release		
Advertising	Community services, social work/er, youth work/er, child protection		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.