

## POSITION DESCRIPTION

<b>Position Title</b>	Senior Practitioner
<b>Program</b>	RAMP Program
<b>Employment Status</b>	Part time - 0.8 FTE
<b>Tenure</b>	Ongoing
<b>Classification</b>	Level 5
<b>Position reports to</b>	Program Manager
<b>Location</b>	Heidelberg; <i>on the lands of the Wurundjeri people</i>

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

### Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



**Hope**  
We believe that change is possible and achievable



**Empowerment**  
We build on people's strengths and support their ability to make positive changes in their lives



**Accountability**  
We are open and transparent in everything we do



**Respect**  
We value all people



**Trust**  
We act in an ethical, inclusive, professional and open manner

## Position Purpose

The primary purpose of the Senior Practitioner position is to provide senior support and leadership within the team, including supervision of staff. The Senior Practitioner is responsible for delivering the Ramp program which combines mentoring with experiential group activities for young people living in the Out of Home Care System, aged 13-19 years old. This program is funded by the Department of Families, Fairness and Housing and partners with the Reach Foundation to deliver Ramp. The Ramp Senior Practitioner has a significant role in the program, managing relationships with the participating agencies, engaging young people, recruiting, and supporting mentors, and facilitating the steering committee and stakeholder meetings. They work closely with the Reach Ramp Team Leader to support the development of the workshops and camps.

## Organisational Relationships

Supervisor	Program Manager
Direct Reports	2-3 Practitioners/students
Internal Relationships	<ul style="list-style-type: none"> <li>• Team Leader</li> <li>• Functional Team</li> <li>• Direct Reports</li> <li>• All Kids First employees, students and volunteers</li> </ul>
External Relationships	<ul style="list-style-type: none"> <li>• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders</li> <li>• Professional networks and partners</li> <li>• Clients, including children, young people and families</li> </ul>

## Key Responsibilities

- The Senior Practitioner will be responsible for holding a reduced active case load and be responsible for providing senior casework consultancy to the broader team.
- Oversee the development and management of the Ramp Program. This will involve managing 2-3 Practitioners/students, lead mentors and working closely with the Reach Program Manager.
- Oversee and monitor progress of contractual Key Performance Indicators and prepare reports for internal and external stakeholders.
- Maintain strong local support among key stakeholders and the community for the program within relevant areas.
- Co-ordinate and participate in the engagement strategy for young people in care. This will involve supporting mentors to work with the young people in care, as well as engaging with young people on a one-to-one basis.
- Co-ordinate and facilitate volunteer recruitment, training, screening, and ongoing support.
- Develop an understanding of young people's interests and needs from the mentoring program.
- Coordinate and co-facilitate activities and events for young people and mentors to assist with the matching process and ongoing match support in partnership with the Reach Foundation.
- Co-ordinate the matching of 30 young people with suitable mentors, according to contractual KPIs
- Prepare program reports as required and assist in the collection of qualitative and quantitative data for evaluation purposes.
- Develop new initiatives that will further enhance the mentoring program.
- Contribute to broader project work across the Victorian Programs Team.

### Team Leader & Staff Support

- Support the Team Leader:
  - Coordinate the delivery of a high-quality service that provides safe and effective responses to young people and families seeking support.
  - Meet service delivery requirements by providing feedback around practitioner performance, processes, or practice.
  - Manage Practitioner case allocation, mentor matches and closures.
  - Meeting relevant service targets and standards regarding case notes and data input
  - Guide, mentor and coach Practitioners with induction and orientation of new Practitioners.
- Provide leadership to staff and students as directed or in the absence of the Team Leader
- Take up higher duties as acting Team Leader during periods of absence as requested by the Team Leader

### Supervision

- Accountable for providing case and line management supervision including performance management, coaching & mentoring, leave management and case load support.
- Actively facilitate the development of direct reports to contribute to a high-performance team and a vision of best practice for the function.
- Ensure regular, high-quality, and meaningful communication with direct reports.
- Demonstrate a consistent approach with direct reports and across the broader team.
- Supervise students on placement and contribute to the establishment and on-going learning & development of students.

### Direct client work

- Hold a reduced case load providing outreach and individual support to 10 young people to develop goals, build capacity and form positive relationships.
- Engaging with external stakeholders to promote the Ramp program and support the referral of new participants into the program.
- Develop an understanding of young people's interests and needs from the mentoring program.
- Undertake professional development to maintain best practice in relation to current practices and interventions.

### Function or portfolio responsibilities

- Take responsibility for key program portfolios as delegated by your Team Leader.
- Accountability for end-to-end projects and continuous improvement activities as directed by the Team Leader.
- Participate in Agency Days, organisational and personal professional development, and regular supervision activities.
- Provide evidence informed case consultation and direction to practitioners.

### Stakeholder Management

- Engage with appropriate stakeholders and other government and non-government organisations.
- To undertake consultation to service providers as required to support the care of children, young people, and families across the function.
- Contribute to Kids First reputation for practice leadership and quality through networking opportunities and partnerships.
- Hold active positions on relevant Working Parties and Kids First Committees

### Quality and Risk Management

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.
- Adhere to Kids First Policies and Procedures and current risk management compliance for Kids First programs

## Capability Framework – key selection criteria

<b>Formal Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications in Youth Work, Social Work, Community Services, or other health related qualifications with extensive experience in the field.</li> <li>• Further study in therapeutic interventions appropriate for young people at risk will be an advantage.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience delivering outcomes-based services that have consistently achieved contract performance targets.</li> <li>• Experience in leading, developing, refining, and implementing complex human services programs, preferably in the youth sector.</li> <li>• Demonstrated experience in volunteer management, including recruiting, screening, training, and supervision.</li> <li>• Demonstrate responsibility for independent work outputs and supports other team members to achieved desired results. Previous experience of acting up or performing higher duties is highly desirable.</li> <li>• A sound understanding of youth work practice, particularly Child Safety principles and the importance of utilising evidence-based practice.</li> <li>• An understanding of care services and experience dealing with the issues confronting vulnerable young people (including culturally &amp; linguistically diverse, family violence, substance abuse, child abuse and child safety, mental health, and relationships) and their families within Out of Home Care.</li> <li>• Demonstrated capability to network and build productive relationships and partnerships with others both inside and outside organisational boundaries.</li> <li>• Highly developed written, verbal, and interpersonal skills</li> </ul>
<b>Other Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Personal value set that is aligned with Kids First organisational values.</li> <li>• A demonstrated ability to support and lead change.</li> <li>• High level of maturity and self-awareness with a commitment to critical reflective practice and developing other practitioners.</li> <li>• Current Victorian Working with Children Card</li> <li>• Willingness to undertake a Police Check</li> <li>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.</li> </ul>

## Inherent Physical and Psychological Demands

Activity	Frequency: Daily - Regularly – Occasional
Managing competing priorities	Regularly
Attending external locations	Regularly
Possible confronting situations by self or staff supervising with family & children (sometimes of sexual, abusive, abuser traits nature) which may trigger some individuals	Regularly
Interact with and support staff whose clients could display verbal or physically challenging behaviour	Regularly

Exposure to families that are experiencing family violence	Regularly
Judgement and decision making and supporting staff in crisis situations	Regularly
Dealing with confrontation	Regularly
Supporting and managing volunteers to work with complexity and trauma	Regularly
Computer based activities	Daily
Walking, climbing stairs, bending	Daily
Standing, sitting	Daily