

Position Description

Title	HACC & Carers Supports Practitioner
Business unit	North-West Division / Wimmera Cluster -Integrated Intake & Community Support Stream
Location	185 Baillie Street. Horsham, Victoria
Employment type	Full-time, ongoing
Reports to	Team Leader, Integrated Intake & Community Support Stream

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Context

This role sits within a multidisciplinary Carers Independent Living Support team delivering a range of programs. The team works across a variety of funded services including HACC & Support for carers, alongside other community-based initiatives.

Collectively, the team provides flexible, person-centred support, with a strong emphasis on inclusion, access, and community connection. Working across funding streams and programs enables coordinated responses to emerging needs, strengthens referral pathways, and supports integrated, place-based practice that builds individual and community capacity.

1. Position purpose

This role delivers flexible, person-centred support to individuals, carers, and families experiencing

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emerging or changing needs, with a focus on early intervention, prevention, and maintaining wellbeing in the community. It includes assessment, short-term targeted support, goal-based planning, coaching, connection to specialist services, group programs, and practical assistance that enables participation in everyday life. The role also provides support that strengthens caring relationships through carer support and community-based activities that reduce isolation, build confidence, and strengthen informal supports.

Working across programs, the role uses a strengths-based and community-focused approach to build capacity, encourage participation, and support sustainable local outcomes.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- School & Community Engagement Team Leader
- Carers Independent Living Support Team Leader
- Manager Integrated Intake & Community Support
- Wider Uniting Leadership Team
- Other Uniting Staff

External

- Department of Families Fairness and Housing
 - Department of Education and Training
 - Maternal and Child health, Health Service & Hospital settings
 - Early Learning Centres & School's
 - Community Centres
 - Local Aboriginal Community Controlled Organisations (ACCO) & Universal Community Services
 - Neighbourhood houses
 - Other community organisations
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4. Key responsibility areas

The HACC & Carers Supports Practitioner works under general direction and exercises professional judgment to deliver early intervention, family support, and community-based responses to community members with emerging needs. The role involves working with a degree of autonomy, applying established practice frameworks, and contributing to collaborative and place-based approaches that strengthen individual, family and community wellbeing.

The position may be required to contribute to service delivery across programs in line with scope, skills, and accountability.

Client Engagement and Direct Support

- Deliver short-term interventions to consumers with emerging needs through individual sessions, outreach, group programs, and community-based activities.
- Assess consumer needs, strengths, and risks, and plan, implement, monitor, and adjust interventions using professional judgment and established practice frameworks.

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- Support consumers to identify, navigate, and access appropriate universal, specialist, and community services that promote safety, wellbeing, and development.
- Maintain accurate, timely, and professional records, assessments, and documentation in accordance with organisational, legislative, and funding requirements.
- Identify, assess, and respond to risks to children's safety and wellbeing, including mandatory reporting obligations, in line with legislation, Uniting policies, and Child Safe Standards.

Collaboration and Partnerships

- Work under general direction to establish and maintain effective working relationships with universal and community-based services and community organisations.
- Provide secondary consultation, information, and brief professional guidance to partner agencies and colleagues to support early intervention and shared responses.
- Represent the program in local networks, interagency meetings, and collaborative initiatives that support integrated and place-based service delivery.
- Exercise initiative to coordinate local responses, manage competing priorities, and escalate complex or high-risk matters through supervision and organisational processes.
- Contribute to service delivery across other Uniting programs as required, providing support and interventions consistent with skill level expectations, competence, and accountability.

Community Connection and Capacity Building

- Contribute to community development and activation activities, including group programs, workshops, community events, and place-based initiatives that promote social inclusion, connection, and resilience.
- Identify and support opportunities that strengthen informal supports, including peer networks, cultural connections, recreational activities, and community-led resources.
- Provide professional input into co-design, service mapping, and place-based planning activities in collaboration with community members and partner organisations.

Program Development and Quality

- Contribute to program planning, evaluation, data collection, and reporting processes to support service improvement and accountability.
- Participate in reflective practice, supervision, professional development, and continuous learning to maintain and enhance professional capability.
- Provide limited guidance, mentoring, or task-based support to other staff, students, or volunteers as requested and appropriate to role scope.
- Ensure all work is undertaken in accordance with Uniting policies, procedures, Therapeutic Model of Care, Child Safe Standards, and relevant legislation.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Performance Indicators

- Timely and accurate documentation and reporting.
 - Positive feedback from consumers and partner agencies.
 - Evidence of improved consumer connection, confidence, and wellbeing.
 - Active participation in team, reflective practice, and professional learning.
 - Consistent demonstration of Uniting's values and Child Safe commitments.
 - Comply with Uniting Policies and Procedures
 - Comply with Uniting's Code of Conduct
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6. Person specification

Qualifications

- A relevant qualification in Social Work, Community Services, Psychology, Counselling, or a related discipline, or demonstrated equivalent knowledge and experience relevant to community services practice.

Experience

- Demonstrated experience providing short-term, goal-focused, early intervention support to consumers with emerging needs.
- Demonstrated ability to engage respectfully and effectively with families from diverse backgrounds, applying trauma-informed, culturally safe, and strengths-based approaches.
- Experience working collaboratively with universal services and community-based organizations.
- Demonstrated competence in assessment, risk identification and response, record-keeping, and professional written and verbal communication within a community services setting.
- Competence in record-keeping, risk identification, and professional communication

Core selection criteria

- **Values Alignment:** Demonstrated ability to work in alignment with and actively promote Uniting's values in professional practice.
- **Child Safety:** Proven capacity to create and maintain safe environments for children and young people and to identify, respond to, and report risks of abuse or neglect in accordance with legislative and organisational requirements.
- **Legislative and Practice Frameworks:** Demonstrated understanding of the Best Interests framework and the Children, Youth and Families Act 2005, with working knowledge of MARAM and the Child Information Sharing Scheme.
- **Systems and Sector Knowledge:** Sound understanding of the child and family services system, universal service system, and/or broader social services sector, including key practices, theories, and interagency pathways.
- **Collaborative Practice:** Demonstrated experience working collaboratively within a multi-agency context to support vulnerable children, families, and diverse communities, including participation in shared planning and coordinated responses.
- **Communication Skills:** Well-developed written, verbal, and interpersonal communication skills, including the ability to engage in challenging or sensitive conversations and to facilitate or contribute to group-based sessions, workshops, or community initiatives.

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- **Digital Capability:** Demonstrated confidence using computers and digital systems, including Microsoft Office applications, client management systems, databases, or equivalent platforms.
- **Professional and Organisational Skills:** Highly developed problem-solving and organisational skills, with the ability to manage competing priorities, work with a degree of autonomy, and maintain professional accountability in a dynamic service environment.

Other Requirements

- Legal eligibility to work in Australia
- Current Valid Australian Driver's License & ability to drive
- A satisfactory national police records check is a condition of this position and is repeated every three years / & international police check if required
- Current Working with Children Check (WWCC).
- Compliance and understanding/familiarity with organisational policies, procedures & relevant legislation (Quality management system, Equal Opportunity, Health and Safety). Commitment to Uniting's Child Safe Policy, Code of Conduct, and Therapeutic Model of Care.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: