

## JOB DESCRIPTION

<b>Job Title</b>	Family Services Practitioner
<b>Department</b>	Family Services
<b>Responsible to</b>	Team Manager / Family Services Senior Practitioner
<b>Responsible for (if applicable)</b>	N/A
<b>Overall Purpose and Aim of Role/s:</b>	
<p>The aim of this role is to promote the wellbeing of vulnerable children and young people by supporting and building the capacity of those adults responsible for their care. The Family Service Practitioner will provide early intervention and prevention with families which aims to reduce and prevent risk to children, build family capability and improve child and family outcomes.</p> <p>The Family Services Practitioner will work with the Key Assets Family Services Team to provide intensive supports to families, this could be through direct support, case coordination or group facilitation.</p>	

**Using Key Assets Key to Care Framework the Family Services Practitioner will assess and work with children and their families and perform the following responsibilities:**

### CORE RESPONSIBILITIES

- Actively engage children, youth and families as required within the specified program area. This may include facilitated groups and individualised support, home visits, telephone contact, care team meetings and professionals' meetings.
- Work in a strengths-based, child-centred, family focused way where the wellbeing and safety of children and young people remains paramount.
- Provide a specialist response to priority cohorts within the specified program area. This may include, infants, young children and adolescents, people with disabilities, and /or people experiencing family violence.
- Conduct needs/risk/safety assessments, and develop time limited intensive intervention goals with families, ensuring the highest possible transparency with children, young people, and family in their homes and within an assertive outreach model.
- Provide a culturally competent service and respect Aboriginal children and families right to self-determination.
- Contribute to a positive and supportive team culture.
- Develop collaborative working relationships with government community agencies to best meet the needs of clients.
- Using the Key to Care Framework, work collaboratively with families to identify goals and develop and implement therapeutic plans in their own homes.
- In accordance with the family's goals, improve the parent(s) skills in parenting their children safely by providing, counselling, crisis intervention, psychoeducation, group work and

practical support to families, paying particular attention to impacts of parental drug use, mental health problems, family violence, child abuse and neglect.

- Undertake a respectful, solutions focussed approach to working with family's while being open about risks, strategies to reduce risk and expectations in relation to parenting that promotes the wellbeing of children, young people using the Key to Care Framework.
- Ensure that the protection of children and the promotion of their welfare is given absolute priority in all activities and that critical incidents/allegations/disclosures are recorded, investigated and acted upon appropriately and in keeping with Key Assets and the public sector Child Safety procedures.
- Develop and coordinate service network response for individual families to ensure tailored and effective intervention dependent on assessed support needs and identified family goals.
- Participate in Key Care Team meetings where appropriate and work closely with Child Protection services in relation to the monitoring of risk and individual outcomes reporting.
- Provide family advocacy as required and ensure brokerage dollars are appropriately expended to achieve maximum impact.
- Ensure families, children and young people know how they can raise concerns.
- Work with evidence informed practice and evidence-based programs to identify any needs of the children, young people and families to increase resilience.
- Ensuring regular and consistent record keeping, data entry and administration requirements are met within timeframes and are reflected & evidenced on respective data bases and other reporting platforms.
- Assist the Team Manager with reporting on participant numbers, demographics, identified support requirements, referrals made, hours of support, which include qualitative and quantitative feedback, and program reporting requirements.
- Undertake parent goal setting and monitoring around child learning and/or development, using parental competence, confidence and wellbeing scales and assessments.
- Facilitate group activities/sessions with families where required, providing support and follow up as appropriate.
- Ensure compliance with Key Assets, Child Protection and Child Safety Legislation, Policy and Procedures
- Flexibility and responsiveness in facilitating activities/events that may fall outside of business hours.
- Other projects and duties, as required.

### **General**

- Ensure program quality is maintained by participating in internal audit, critical incident and complaints management process as required.
- Ensuring positive and open communication with the Departmental staff.
- Ensure compliance with both Key Assets and Child Safety Legislation, Policy and Procedures.

- Ensure strict adherence to confidentiality and privacy, critical incident and mandatory reporting requirements.
- To engage in professional supervision, support and coaching and take active role in
- professional development and performance review processes.
- Establish and maintain appropriate professional records, ensuring relevant documentation is in accordance with Key Assets Policy and Departmental expectations.
- Participate in the Key Assets on call services where required.

**The role will involve frequent travel within Victoria and at times across Victoria and may include stays away from home.**

#### **Additional Duties**

- The post holder will be expected to demonstrate a commitment to Key Assets' Purpose and Pledges.
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively.
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment.
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

**PERSON SPECIFICATION**  
**Family Services Practitioner**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge, and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Must hold recognised Social Work Qualification, if qualification is from overseas then proof of validation by the AASW required. Qualification in Psychology, Counselling, Behavioural Science, or other relevant degree may be considered</li> </ul>	Essential	✓	✓	✓		✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Post-qualification experience in Child and Family work</li> </ul>	Essential	✓	✓	✓		✓
<ul style="list-style-type: none"> <li>A proven track record in working with and or on behalf of children, young people, and families, respecting and maintaining their individuality and promoting their positive development</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Have experience and understanding of Child and Family Service, Child Protection and Court Orders</li> </ul>	Essential					
<ul style="list-style-type: none"> <li>Experience in undertaking comprehensive assessments to develop, implement, monitor, and review service delivery and support plans</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience in assessing parenting capacity</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Experience in supporting families in their own homes</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience in working with family/kin to prevent Out of Home Care placements and restoring children/young people back to family/kin</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience in conducting risk assessments and developing safety plans</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Excellent report writing skills</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Experience working with resistant clients</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>A basic understanding of IT</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Demonstrated experience of working across multiple databases and systems</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Experience of working with evidence informed and evidence-based programs</li> </ul>	Desirable		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>A good working knowledge of relevant Acts, legislation, procedures, and Standards relating to child protection and out of home care</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>An understanding of the role of Child Protection Services</li> </ul>	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Knowledge of the role of other agencies in particular, Health and Education</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of the growth and development of children</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Understand trauma and how it impacts children and families</li> </ul>	Essential	✓	✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Values consistent with those expressed by Key Assets and an ability to work within our Practice Frameworks.</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, recognising potential language barriers and cultural differences</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast-paced environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work in partnership with Child Safety Services</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to think quickly and act appropriately to business need</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work respectfully in partnership with internal and external departments, agents/consultants, and other stakeholders</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work with a degree of autonomy, in a flexible and creative manner, within the agency's policies and procedures</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility, and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work with others in remote locations</li> </ul>	Essential		✓	✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and OH&amp;S in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel, including occasional nights away</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to participate in a 24/7 On Call duty roster as required</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full current driving license relevant to the state this role is based (**a Company car will be provided for this role)</li> </ul>	Essential	✓	✓			✓

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Willingness to undertake relevant statutory and personal reference checks</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

***Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.***

### Candidate Verification/Acceptance of Position Description

I, have read, understood and accept all terms of my employment with Key Assets as set out in the above Position Description.

I also understand that by accepting this offer via text verification constitutes as a legal signature confirming that I acknowledge and accept all terms and conditions provided in this document and all other documents attached.

<b>Signature:</b>	
<b>Date:</b>	