

JOB DESCRIPTION

Position title:	Intercountry Adoptee and Family Support Service (ICAFSS) Practitioner
Approved by:	General Manager Operations
Date effective:	June 2021

PURPOSE

The purpose of this position is to provide intercountry adoption-specific therapeutic care and community capacity building for clients who are accessing Relationships Australia Victoria's (RAV)'s Intercountry Adoptee and Family Support Service (ICAFSS).

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

POSITION SUMMARY

The ICAFSS is a government funded service that provides post-adoption support to young adoptees, adult adoptees, adoptive parents and families formed by expatriate adoptions.

The ICAFSS Practitioner role offers a combination of counselling, therapeutic case management and community capacity building work, to address the impacts of intercountry adoption trauma and promote client well-being, resilience, and coping strategies that sustain post-traumatic growth, including support for parents and siblings. The ICAFSS Practitioner will provide adoption trauma informed counselling, group and mentor/peer work, psychoeducation, case management and interagency collaboration and referral through flexible service delivery including face to face, over the phone, and via other media, offering outreach services where appropriate.

This role will also focus on promoting awareness of ICAFSS, development of intercountry adoption informed resources, education, lived experience networks, mentoring and peer support.

KEY RESULT AREAS

Area	Tasks
Client contact	• Provide trauma-informed therapeutic counselling with comprehensive service support to clients to address the impacts of intercountry adoption trauma. • Provide information, support and referral options to clients and provide a supportive warm referral process to services.

	• Provide parenting support to adoptive parents, including therapeutic parenting strategies. • Effectively manage face-to-face and telephone client contact. • Facilitate community capacity building through practical support for search and reunion, peer support groups and activities, lived experience networks and provision of education and training • Ensure client safety, effective case planning, review and referral through universal holistic screening and risk assessment utilising the Detection of Overall Risk Screen (DOORS) tool, Kessler 10 and Work Social Adjustment Scale. • Ensure sound interventions based on current clinical evidence and therapeutic methodologies. • Deliver / co-facilitate group and educational sessions to community and other sectors as required. • Ensure principles of confidentiality are adhered to within the contexts of mandatory reporting obligations and Information Sharing Guidelines (ISG).
Case Management and reporting	• Regularly report client concerns to the Centre Manager – Outer East Melbourne and Clinical supervisor and undertake follow up action required. • Ensure that reporting data is collected and entered into Dynamics.
Capability management development and practice	• Stay contemporary in professional competency and skills through active participation in supervision and professional development. • Attend training and continue to update levels of knowledge and skills with respect to adoption trauma informed therapeutic care, capacity building and lived experience. • Participate in and contribute to national ICAFSS team meetings and other activities as required.
Policies, procedures and systems	• Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous improvement	• Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	• This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.

REPORTING

Line manager:

Centre Manager – Outer East Melbourne

Manages:

Nil

Key internal liaison:

Senior Manager Southern and Eastern Melbourne, RASA Practice Lead, RAV Therapeutic and Counselling Services, other counsellors and administration staff.

External liaison:	Clients, stakeholders, including national ICAFSS team and other service providers.
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI's)

- Provision of high quality, client-centred counselling, and support services to a caseload of 15 to 25 clients, depending on an intensity scale.
- Conduct between six (6) to 10 client counselling sessions per episode and external referral for ongoing mainstream support, as appropriate.
- Evidence of effective and timely intake assessments, risk assessments, case notes and intervention activities implemented with clients, generally completed on the day of intervention.
- Appropriate case plans documented to achieve client outcomes, completed within the first three (3) sessions.
- Effective consultation, when appropriate, with the Centre Manager – Outer East Melbourne.
- Responding to clients in a timely and professional manner
- Supervision is actively participated in on a monthly basis, and peer supervision is also attended monthly.
- Maintenance of comprehensive written records.
- Timely and accurate reporting and data requirements completed on the day of intervention.
- Awareness and compliance with RAV Policy, procedures, OH&S, practice frameworks and guidelines, practice productivity and quality framework and supervision expectations.
- Awareness and compliance of the mandatory reporting obligations and Information Sharing Guidelines (ISG).

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Tertiary qualification in social work, psychology, counselling or related discipline.
- Demonstrated experience in providing counselling to those effected by childhood trauma, abuse and neglect.
- Demonstrated understanding of support needs of people who have experienced intercountry adoption, including adoptees, adoptive parents and their families.
- Demonstrated experience in delivering trauma specific therapeutic interventions with vulnerable people.
- Demonstrated experience of working with children, young people and adults.
- Comprehensive knowledge of the longer term and intergenerational needs of people who experienced childhood trauma.
- Knowledge of current evidence based therapeutic practices such as family therapy, narrative therapy, strength-based therapies, behavioural therapies and trauma informed practice consistent with RAV's practice approach.
- Knowledge of Restorative Practice

- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable)

Highly Desirable KSC:

- Candidates who have a lived experience of intercountry adoption.
- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.