

Position Description

Program or Department Name	Restoring Families
Position Title	Restoring Families Practitioner
Award Classification	SCHADS Award – Level 5
Program Location	<i>To be confirmed by region</i>
Employment Status	Full-time (maximum term or ongoing, as applicable)
Reports To:	Restoring Families Team Leader

OzChild

Founded in 1851, OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families. We work in partnership with children, families, communities and government to reduce harm and create sustainable change.

Our goal is for all children and young people to be safe, respected, nurtured, and supported to reach their full potential.

Child Safety

OzChild is committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect. We create environments across all programs and services where children are safe and feel safe.

All OzChild People are required to:

- Prioritise the safety and wellbeing of children and young people
- Comply with mandatory reporting and reportable conduct obligations
- Adhere to OzChild’s Safeguarding Children Policy and Code of Conduct at all times

Role and Purpose

The **Restoring Families Practitioner** delivers intensive, evidence informed- support to children, young people, and families experiencing multiple and complex needs.

The Practitioner works collaboratively with families, Child Protection, and community partners to improve child safety, strengthen family functioning, address risk factors, and support sustainable change. Practice is grounded

in relational, strengths based, and culturally safe approaches that respect self-determination and promote resilience.

The OzChild Way

In undertaking this role, the Restoring **Families Practitioner** supports and demonstrates the OzChild Way behaviours and accountabilities as follows:

We deliver evidence-based services: Deliver strengths based, -evidence informed- practice that is guided by OzChild's National Practice Framework, legislative requirements, and relevant practice models. Apply structured assessment, planning, and intervention approaches to support child safety, address risk, and strengthen family functioning.

Our customers determine our success: Work in partnership with children, young people, and families to ensure services are responsive, respectful, and tailored to their needs, strengths, and circumstances. Support family voice, choice, and participation in goal setting and -decision making, while maintaining- a clear focus on child safety and wellbeing.

We deliver innovative solutions: Use flexible, creative, and responsive approaches to engage families experiencing complexity and multiple stressors. Identify and respond to barriers to engagement and progress, drawing on professional judgement and collaboration to support sustainable change.

We set each other up for success: Work collaboratively with colleagues, Team Leaders, Community Connectors, and partner services to support coordinated, whole of- -family responses. Participate actively in supervision, reflective practice, and shared learning to enhance practice quality, consistency, and outcomes.

I learn, adapt, grow, and embrace my cultural competence: Demonstrate commitment to ongoing learning, reflective practice, and professional development. Practice with cultural humility and responsiveness, recognising and respecting the diverse identities, experiences, and strengths of families, and supporting culturally safe engagement, particularly with Aboriginal children and families.

Position Specific Responsibilities

In order to achieve the expectations as outlined above, the following key areas of responsibility have been identified:

- Deliver safe, child focused, and -family centred- support in line with legislative, program, and practice requirements.
- Utilises evidence-informed practice elements, knowledge, tools and resources to effectively intervene with children and families, addressing both referral concerns and family-identified priorities in a collaborative and responsive manner.
- Actively promotes child safety including by engaging directly with children and young people in age-appropriate and culturally responsive ways, ensuring their voices, views and lived experiences are heard, respected and meaningfully inform assessment, planning and intervention decisions.
- Work intensively with families for a defined period, based on assessed need, risk, and complexity.
- Use evidence informed approaches aligned with the National Practice Framework, Safe & Together, MARAM, motivational interviewing, and relational practice.
- Complete comprehensive assessments, planning, intervention, and reviews in partnership with families and relevant stakeholders.

- Service delivery for this role occurs between 8:00am and 8:00pm. Flexibility in start and finish times is required to meet family and service needs.
- Maintain a strong focus on child safety while supporting families to improve relationships, skills, stability, and wellbeing.
- Respond to referrals within required timeframes, including urgent responses when needed.
- Use flexible funding appropriately to reduce barriers and support family identified goals.
- Maintain accurate and high-quality case notes within 48 hours of client contact.
- Ensure completion of assessments, and outcome data using required systems and tools, including completion of NCFAS assessments and Child and Family Action Plans.
- Participate in continual practice development including live observation or session recording.
- Participate actively in supervision, reflective practice, and professional development.
- Be flexible and responsive according to family's needs and be able to adjust practice based on family progress, risk changes, and supervision guidance.
- Work collaboratively with Child Protection practitioners and stakeholders to support a coordinated response.
- Participate in care team meetings, planning forums, and shared decision-making processes.
- Build and maintain effective relationships with community, health, housing, legal, and specialist services.
- Work in partnership with Aboriginal Community Controlled Organisations and Aboriginal services to support culturally safe practice and better outcomes.

Key Relationships

Internal

- Restoring Families Team Leader and Practitioners
- Program Managers and Senior Leadership
- Practice and Implementation team
- National Support teams
- OzChild staff, students, and volunteers

External

- Department of Families, Fairness and Housing (DFFH)
- Child Protection practitioners, navigators, and practice leaders
- Community service, health, housing, education, and legal providers
- Aboriginal Community Controlled Organisations

Qualifications

Essential

Tertiary qualification in **Social Work, Psychology, Community Services, or a related discipline**

Desirable

Postgraduate or specialist training relevant to intensive family support or child focused- practice.

Skills and Experience

- Experience working with vulnerable children, young people, and families.
- Understanding of child safety, risk assessment, and collaborative case practice.
- Ability to engage families using strengths based and culturally responsive approaches.
- Experience working alongside Child Protection.
- Strong communication, engagement, and relationship building skills.
- Well developed written, organisational and time management skills.
- Sound computer skills.
- Capacity to work flexibly to meet service and family needs.

Screening and Licences

- National and International Police Check
- Working with Children Check (relevant State/Territory)
- Current driver's licence and access to reliable transport

Mandatory Training

All OzChild employees must complete mandatory and program specific training on commencement and refresher training as required.

Your Organisational Responsibilities

All OzChild People are required to:

- Comply with OzChild policies, procedures and codes of conduct
- Uphold child safety, cultural safety, diversity, equity and inclusion
- Maintain privacy, confidentiality and information sharing- obligations
- Represent OzChild positively in all professional and public settings

Your Safety and Wellbeing Responsibilities

- Take reasonable care for own health and safety and that of others
- Comply with workplace health and safety requirements
- Report hazards, incidents, injuries or near misses
- Participate in safety and wellbeing initiatives and consultations
- Support return to- work processes where -required

Employee Acknowledgement

This Position Description reflects the primary responsibilities of the role but is not exhaustive and may also be adjusted in line with program and organisational needs without changing the level of responsibility.

I confirm that I have read and understand this Position Description.

Name	Signature	Date