

Position Description

Pregnancy and Early Parenting Practitioner (Family Services) SCHADS Level 5

The Caroline Chisholm Society

The Caroline Chisholm Society (the Society) provides a range of support and assistance services to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for every pregnancy and every mother is at the heart of our care, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety.

Information is available at www.caroline.org.au, in our constitution and in our annual reports.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation, and neglect. The Society is committed to creating environments in all our programs and services where children and young people are safe and feel safe.

We are committed to listening to children and young people, addressing any concerns they raise with us. The Society will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All staff, volunteers, students on placement, and board members of the Society are required to support this commitment to child safety, and to always behave appropriately towards children and young people.

Nature of the role

The Pregnancy and Early Parenting Practitioner at the Caroline Chisholm Society delivers support services to families including assessment, counselling, single session & short-term casework, case management, referral and advocacy.

This role is part of the Family Services Team and delivers a range of interventions including outreach and in-home support services to a specialised cohort of pregnant women and families with young children up to 5 years of age. This role requires staff to work alongside families to strengthen and enhance their parenting capability and works to prevent children and families from further system involvement.

Working closely with all stakeholders, the Pregnancy and Early Parenting Practitioner is accountable for:

- upholding and promoting the values and objectives of the Society,
- senior case management, with the ability to respond to complex integrated family services cases, to work autonomously and to support colleagues with their case management, including experience with,

- improving women's access and participation in antenatal and postnatal services through direct client services, active outreach to support services.
- leading parent education groups focussed on the early years and parenting.
- engaging with Maternity Services, and Maternal and Child Health Services.
- senior single session and short-term case work,
- program development, following and proposing changes to policy, quality assurance processes, and evaluation of both program areas (transition support and family services),
- leading liaison between sectors on behalf of Caroline Chisholm Society and supporting colleagues with secondary consultation and referrals, and
- client related record keeping and data entry with limited oversight,
- leading allocated areas of agency and administrative duties, and
- continuous professional development.

All caseworkers at the Caroline Chisholm Society work to create a supportive and welcoming environment to respond to the needs of pregnant women and young families. This may also include answering the telephone, responding to those who enter the building and working from an alternative office.

Accountabilities of the Pregnancy and Early Parenting Practitioner (Family Service)

The Pregnancy and Early Parenting Practitioner reports to the Pregnancy and Early Team Leader, and is accountable for:

1. *Working under general direction in the application of procedures, methods and guidelines which are well established and aligned with the **Society's strategic goal of 'Keeping Families Together.'*** For example, by:
 - a. Independently managing family service cases by making assessments including of risk factors present within a family in relation to the Best Interest Assessment Framework.
 - b. Preparing Family Action plans and goal setting using Outcomes Star and other outcome assessment tools used by the Society.
 - c. Understanding and practicing principles of diversity, including when working with people from CALD and Indigenous back grounds.
 - d. Presenting clients, when necessary, in supervision and maintain client records and confidentiality.
2. *Ensuring the unexpected needs of women, children and families are met:* For example, by:
 - a. Respond to clients in crises by addressing client needs and action referrals where appropriate.
 - b. Assisting clients, through offering counselling and providing material aid which includes, new and pre-loved goods at appointments as part of our duty program.
 - c. Provide short term immediate support through outreach programs.
3. *Leading, communicating, and providing an example of good conduct in the workplace:*
 - a. Participate in the Society's improvement plan to adhere to good work practices.
 - b. Establish and maintain strong collaborative relationships and partnerships with Government Departments, and other key stakeholders.
 - c. Contribute to the testing, refinement, and continuous quality improvement of the service models, to ensure further development.

- d. Contribute to an effective multi-disciplinary team by proactively participating in staff meetings, training and supervision sessions.
- e. Completing administrative tasks and reports, creating a welcoming environment for clients, volunteers and others staffed by appropriately qualified staff, collecting statistics.
4. *Developing as a professional:* For example, by:
 - a. Participate in networking and training to promote the Society's services.
 - b. Undertake relevant training to improve and enhance delivery of service.
 - c. Participate in the Society's practitioner workshops and meetings.
5. *Other duties:* A line manager may within reason request other duties which are auxiliary and peripheral to normal duties.

All tasks are to be completed within practice guidelines, standards, policies and procedures, taking into account any agreements with partner agencies and relevant legislation.

Key Selection Criteria

The successful candidate will have responded to each of the following criteria:

1. Values: Share and promote the values and objectives of the Caroline Chisholm Society
2. Casework: Have extensive casework experience in complex and intensive family services cases.
3. Pregnancy and Early Parenting: Understanding and willingness to learn about pregnancy and parenting and family services case management.
4. Communication and partnership:
 - a. Demonstrated high level of interpersonal and communication skills,
 - b. Proven capacity to influence and negotiate, and to build and maintain effective relationships with government departments, key stakeholders and communities, and
 - c. Capacity to work effectively cross sector and help build a multi-disciplinary team.
5. Operations: Proven capacity to organise, plan and prioritise, ensuring client and program outcomes are met in a timely manner.
6. Development: Experience and understanding of program evaluation processes.
7. Desirable:
 - a. A qualification equivalent to Bachelor in Social Work, Psychology, Counselling or other Human Services related degree.
 - b. Minimum 3 years' experience working with children and young people in the Community Services Sector
 - c. Experience working with family violence as well as knowledge of the Multi-Agency Risk Assessment and Management (MARAM) framework and the Best Interests Case Practice Model.
 - d. Experience in financial counselling and advocacy service to people in financial difficulty or crises.
 - e. Therapeutic Services – experience in providing therapeutic maternal and infant support.
8. Appointment is subject to holding relevant tertiary qualifications, a current driver's licence, and successful conclusion of a police records and working with children check.

Conditions of employment

- Tenure, salary, and benefits:

- Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.
- All full-time and part-time Society employees may choose to package their salaries which may result in tax advantages to the employee.

Position Title	Pregnancy and Early Parenting Practitioner (Family Services)
Classification	Social, Community, Home Care and Disability Services Award (SCHADS) 2010
Reporting To	Program Coordinator Western Melbourne
Contract End Date	Maximum Term Position – 24 Months
Other Conditions	Consistent with the Social, Community, Home Care and Disability Services Award (SCHADS) 2010
Location	977 Mt Alexander Road, Essendon and occasionally at 1 Darebin Place, Caroline Springs.