

Position Title	Family Services Practitioner
Directorate	Community Strengthening
Department	Community Wellbeing
Team	Youth and Family Services
Classification/Band	Band 6
Month/Year	July 2026
Reports to:	Senior Team Leader Family Support Services
Supervises:	Nil
Internal Liaison:	Youth & Family Services inc. other Family Support Case Managers, Team Leaders and Coordinator of Youth and Family Services, Maternal Child and Health team, Children's Services team, Other Council departments
External Liaison:	Families, Children, and Young people, Dept of Families, Fairness & Housing (DFFH), The Orange Door – Southern, Southern Melbourne Area Integrated Family Services Alliance, Schools – primary and secondary, Community Agencies – across the South-East, Community Health, and Mental Health Services

Position Objectives

Your primary purpose in this position is to:

- Support to vulnerable families with children and young people with a focus on the safety, wellbeing, and stability of the child/ren.
- To work as a multi-disciplinary team to deliver a high-quality confidential service that conforms to legislative frameworks and ensuring the safety and wellbeing of all families.
- Provide case management to families referred through The Orange Door and Child Protection.
- Provision of case management including crisis assessment to vulnerable families and facilitate appropriate referrals.
- Develop, facilitate parenting support groups for families to obtain social, practical, emotional, and educational support.
- Develop, facilitate, and evaluate child specific programs, including middle years groups for vulnerable children to enhance their social, practical, and emotional skills that strengthens their health and wellbeing and connection to school and community.

Key Selection Criteria

In addition to the 'Qualifications and Experience' section below, you demonstrate the below experience and skills:

- Tertiary qualifications in Social Work, Psychology, Behavioural sciences, or related field relevant to child and family welfare, along with demonstrated knowledge and relevant experience in working with vulnerable families. Relevant knowledge and experience should also include
- Demonstrated knowledge and experience in Case Management practice including Risk Assessment and direct practice of family and parenting interventions.
- Established knowledge of relevant legislations and frameworks relating to Child Safety, Risk Assessments and Planning.
- Demonstrated experience in the development, implementation, and evaluation of group programs for children, young people, and parents.
- Demonstrated ability to liaise and work cooperatively with a wide range of Community organisations, services providers, and other relevant bodies, supporting vulnerable families within a culturally diverse community.

- Demonstrated ability to manage time, prioritise and organise own workload whilst working within a multi-disciplinary team.
- Excellent interpersonal and communication skills, including demonstrated ability to record appropriate case notes and produce reports supporting evidence-based case.
- Demonstrated intermediate computer skills including sound knowledge of the suite of Microsoft Office products and EDRMS such as Objective.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☐ ongoing First Aid (Level 2) Certificate
- ☐ ongoing Cardiopulmonary Resuscitation (CPR)
- ☐ OHS Induction Construction (White Card)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Service Provision	• Accept appropriate referrals and undertake initial assessments of families referred through The Orange Door. • Carry a full case load and case manage clients referred from The Orange Door, Child Protection. • Undertake appropriate recording of all assessments, ongoing contact, reviews, and closures utilising the systems provided. • Work with families in identifying their strengths and needs and provide families with a choice of appropriate and available services provided by City of Greater Dandenong (CGD) or through referral to another agency. • Ensure that families are involved in the process of designing interventions, which includes timelines for the use of services. • Identify real or potential health, development, and family-related dysfunction, referring on to appropriate services or taking appropriate intervention measures to assist parents to access services. • Provide information and assistance on issues related to parental health, including family planning and family violence. • Enhance families' knowledge of and access to community services and resources. • Assist clients to access groups which enhance their social and parenting skills. • Advocate on a family's behalf when dealing with other services, agencies, and government departments. • Work with a multi-disciplinary team to ensure culturally sensitive and holistic service provision. • Provide a Family Support service that meets the current DFFH program and service plan and implementation guidelines. • Research, develop, implement, and evaluate group programs for both parents and children.
Education and Information	• Ensure information in appropriate formats is available for families regarding the range of family services provided by the Council, Government, and non-government agencies and to encourage use of these services. • Use interpreters as required. • Source health education and promotion leaflets in the appropriate languages.

	Attend relevant professional development networks and sessions as required.
Accountability and Reporting	- Recognise the rights and privileges of the child in line with the 'Best Interests' framework and the need for special safeguards, legal or otherwise, to protect his/her well-being without distinction. - Knowledge of the relevant Acts including the: Child Youth and Family Act 2005 and the Vulnerable Children's and Youth Strategy, Department of Human Services Child Safe Standards. - Work in line with Councils Plans and Strategies including, but not limited to the Community Wellbeing Plan, Child Friendly Cities, Children's Plan and Youth and Family Strategy. - Be familiar with the Child Protection Protocol and Mandatory Reporting Legislation and implement provisions appropriately. - Knowledge of and adhere to Privacy Legislation and ensure that all records and information pertaining to service users are maintained in a secure, confidential, and accurate manner. - Become familiar with and conform to Council's Occupational Health and Safety, Access and Equity, and Equal Employment Opportunity Policies.
Effective working relationships with relevant Community and Government agencies	- Strengthen linkages between the Family Support Service and a range of primary and tertiary Care Service providers who care for vulnerable families. - Working with the Service system in order to provide appropriate referral pathways for vulnerable families.
Continuous Improvement	- Participate in the Youth and Family Services planning processes. - Use customer feedback to inform Service delivery. - Regularly review customer satisfaction as per Family Support Services protocols. - Participate in planning, research, and evaluation, incorporating a Quality Assurance Framework of the Service as required. - Receive regular feedback and support from the Team Leaders and Coordinator of Youth and Family Services.
Working out of Hours	This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives.
Child Safety	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates or time in lieu.

- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	Case management	☐	☐	☐	☒
Team based work – works in a team of people and not exposed to isolation	Case management	☐	☒	☐	☐
Communicating with others – Verbally	Case management	☐	☐	☒	☐
Communicating with others - Written	Case management	☐	☐	☒	☐
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	Case management	☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks	Case management	☐	☐	☒	☐
Planning and sequencing tasks and activities	Case management	☐	☐	☒	☐
Decision making – required to exercise sound decision making while completing all aspects of the position	Case management	☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	Case management	☐	☐	☒	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope	Case management	☐	☐	☒	☐
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope	Case management	☐	☐	☒	☐
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	Case management	☐	☐	☒	☐
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control	Case management	☐	☐	☒	☐
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	Case management	☐	☐	☒	☐

Physical Requirements

- ☒ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☐	☒	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☐	☒	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☐	☒	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors (as defined in Council's Enterprise Agreement)

Accountability and Extent of Authority

The position is directly held responsible for:

- May manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- Where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this Band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- Where involved in policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Have a formal input into policy development within their area of expertise and/or management.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

Management & Interpersonal skills

The essential position requirements include:

- Require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and Experience

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through tertiary education alone.
- Typically, they would be gained through completion of a degree or diploma course with some relevant experience. They might also be acquired through lesser formal qualifications and substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			