

POSITION DESCRIPTION



SENIOR PRACTITIONER

Reset Program

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE: SENIOR PRACTITIONER

PROGRAM: Reset

LOCATION: Metropolitan Melbourne and surrounding suburbs

REPORTING RELATIONSHIPS: This position reports directly to Manager
This position doesn't have any direct reports

EFFECTIVE DATE: August 2026

Position Purpose

- Provide intensive, trauma-informed, developmentally responsive case management and assertive outreach to children aged 8–13 who present with high-risk and high-harm behaviours, supporting sustained behaviour change and improved wellbeing and developmental outcomes.
- Work with children, families, schools, Aboriginal Community Controlled Organisations (ACCO), health services and other key stakeholders to coordinate integrate responses, strengthen protective factors, and address the complex needs contributing to justice related and other harmful behaviours.
- Promote early intervention and diversion from the youth justice system by delivering evidence-informed, culturally safe and strengths-based interventions that build family capacity, strengthen community participation, foster positive identity development, and support children to engage in prosocial pathways and achieve sustainable outcomes.

Program Purpose

Justice programs

Provide holistic support service for young people involved in the justice system or who are exiting adult prisons and/or Youth Justice centres, who are assessed as high risk/need, with limited social and family networks, limited accommodation and post release support options and experiencing multiple and complex health problems. Staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, supported accommodation, drug and alcohol counselling, recreation programs, employment/training programs, 24/7 after hours emergency assistance and duty work and referral service. Our adult and youth justice work contributes to regional and state-wide advisory forums and networks, and assists in a more comprehensive approach to justice through partnerships with Government agencies and other service providers, as well as to legislation, policy development and advocacy.

Reset Program

Reset is a Child-Focused Behaviour Change Program designed to support children aged 8-11 years, and some 12-13-year-olds who are found *doli incapax*, who are engaging in high-harm behaviours and are at risk of entering or escalating within the youth justice system.

Funded by the Department of Families, Fairness and Housing (DFFH) and delivered across metropolitan Melbourne through a partnership between Jesuit Social Services and the Youth Support and Advocacy Service (YSAS), the program is a key component of the broader Reset initiative, established following the increase in the minimum age of criminal responsibility from 10 to 12 years under the Youth Justice Act 2024.

Through an intensive, child-focused early intervention case management, the program supports children at risk of involvement in the youth justice system, with a strong emphasis on behaviour change, developmental wellbeing, and long-term positive outcomes.

Duties of the position

- To assess and respond to the referrals to the program, from the Reset Statewide Coordinator
- To provide individually tailored intensive outreach support to children and young people who have been referred to the program to support positive behavioral change
- Engage and build positive, trusting relationships with children and young people; conduct comprehensive assessments; develop, implement, and review individualised case plans aimed at addressing high harm and high risk behaviours which may intersect the justice system
- To work in collaboration with relevant professional stakeholders including DFFH, partner agencies, mainstream and specialist service systems, to ensure consistency and professionalism in service delivery
- To actively contribute to care team meetings and advocate for the child or young person's needs.
- To maintain appropriate files, records and data to facilitate monitoring, evaluation and reporting.

Key Selection Criteria

1. Relevant tertiary qualification(s) and demonstrated knowledge of child and adolescent development, and relevant legislative and practice frameworks.
2. Demonstrated experience providing intensive case management to children and young people experiencing intersecting needs, including assessments, case planning, crisis intervention and assertive outreach, coordinating services, and evidence-informed support
3. Significant experience building effective therapeutic relationships with children and young people experiencing trauma mental health concerns, substance use, justice involvement, family violence, educational disengagement, and child protection involvement.
4. Demonstrated commitment to cultural safety and inclusive practice particularly when working with Aboriginal and Torres Strait Islander children and young people or people from culturally and linguistically diverse backgrounds.
5. Highly developed communication reporting and organisational skills with the ability to maintain accurate case records and data, meet compliance requirements exercise sound professional judgement, manage competing priorities independently
6. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
7. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos.

Key Performance Indicators

- Service Delivery – Service Agreements and duties of the position are delivered in a professional and accountable manner. This includes but is not limited to; completing regular intensive outreach, assessments, and case plans, in line with timelines determined by programmatic operating procedures
- Networking and resources – Sound relationships are developed with DFFH, partner agencies and relevant community stakeholders, enabling comprehensive support and referral pathways.
- Administration- To keep appropriate files, records and data as per contractual and organisational requirements. This includes writing case notes, uploading files, as well as fulfilling data and reporting requirements as per timelines determined by organisational policy and operating procedures.
- Professional development - Evidence of participation in ongoing supervision, scheduled caseload reviews and relevant training and professional development activities.

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ **Date:** _____

Position Description Approved by:

GM/Director or ED

Position Description Review Date:

[Month, Year]