

Position Description Restoring Families Early Years Practitioner Case Manager POSCS5029 ISO9001 Approved by Neos Zavrou Next Revision: 01/7/2027	Location:	MacKillop Family Services Dandenong
	Traditional Land Owners:	Wurundjeri People
	Classification:	SCHADS Level 4
	Reports To:	Clinical Manager – Child, Youth & Families
	Direct Reports:	N/A

Odyssey Victoria (OV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families, and communities to reduce drug use, improve mental health, and reconnect people to their family and the community. The Odyssey name reflects the courageous journey of self-discovery and change that our clients undertake.

Position objective

Restoring Families (RF), previously known as The Victorian Family Preservation and Reunification (FPR) Program, is funded by the Department of Families, Fairness and Housing (DFFH). The model reflects a commitment to evidence-informed service delivery which incorporates a practice elements approach utilising practice modules, including Aboriginal cultural elements. To support improved outcomes for children and families, Restoring Families includes a targeted and intensively therapeutic suite of practice modules that aim to address the needs of children and families with high levels of complexity.

Restoring Families Program includes an initial intensive intervention phase, delivered through a mobile and integrated approach, followed by a sustained service support phase, aimed at preventing at-risk children entering or re-entering care or reunifying children with their parents. RF will link to, align with, and build on (and not duplicate) existing child and family services within the broader service system, providing an enhanced continuum of care across the state. Restoring Families is underpinned by the Victoria Family Services practice approach which incorporates

The model is an integrated and evidence-based/evidence-informed approach to supporting and problem solving with families and preventing children and young people's re/entry to out of home care. The team will work as a cohesive whole and report directly to the Restoring Families Team Leader.

The RF Practitioner will provide intensive wraparound service and support to families, where children ages range from unborn to 18 years. This role includes a high volume of outreach and requires flexibility

including availability to work outside of business hours as required to meet family needs.

The RF Practitioner will engage parents/carers to understand and respond to children and young peoples needs, and to build their capacity as parents/carers to support improved family functioning. They will support the parents/carers to provide for their children's health, safety and development as well as work towards building their confidence, self-reliance and sustainability through access to therapeutic supports, education, vocational training and employment. RF Practitioners will work with families to explore referrals to other services as required.

The RF Practitioner will deliver the program in the home and community as needed for approximately 4 to 6 months. However, the length of the program is flexible in-line with family needs and some families may benefit from more extended engagement to achieve identified goals. Areas of clinical focus include risk assessment and safety planning and practitioners will strive to empower parents/carers to help their babies, children and adolescent's live safely in the community, attain school/vocational goals, and develop prosocial behaviours. Practitioners will work with the ecology of the family which includes any identified family/community, schools, childcare, and other services identified as supports by the family.

The RF Practitioner will engage with Aboriginal and Torres Strait Islander families in a culturally safe and competent way. This includes engaging in regular consultation with MacKillop's Nanyubak Unit, Odyssey Victoria's Senior Aboriginal Cultural Advisor and including ongoing training.

Role responsibilities

Working under general direction, the role performs duties of a specialised nature in the application of knowledge and skills gained through relevant qualifications and previous experience in the discipline, and is expected to contribute knowledge in establishing procedures, and exercise judgement where procedures are not clearly defined.

The role undertakes responsibility for the following varied activities:

The Restoring Families Practitioner will:

- Conduct an initial assessment including review of referral information, identifying, and engaging key participants (family, professionals and community), identifying systemic strengths and needs, and developing an analysis of the referral concerns/behaviours within the ecological context.
- Engage primary caregivers and other key participants, as identified by the family, in active change-oriented practice by identifying strengths and needs and overcoming any barriers to engagement.
- Ongoing case conceptualization in partnership with the family, care team and Restoring Families Practice Leader. Collaborative case planning with the family through the developed and review of Child & Family Action Plan and actively work on identified goals utilising outcome tools and an evidence informed analytic process.
- Maintain clear and concise documentation of all communication with families, professionals and internal consultation/direction that demonstrates engagement, analysis and critical thinking in line with evidence informed interventions.

- Collaborate with all relevant systems and key participants to ensure that services and systems are working effectively and efficiently to achieve the best outcomes with the family, ensuring that roles and responsibilities are clear and feedback is prioritized.
- Identify and respond to Family Violence in accordance with MARAM Framework, including completing Screening MARAM (where appropriate) and Brief & Intermediate MARAM assessments, Safety Planning and adherence to the Information Sharing Scheme including actively requesting information to aid assessment and proactively sharing information where necessary.
- Participate in all training, supervision and consultation activities as directed, including the completion of DFFH Practice Modules, Coaching and Reflective Practice.
- Supporting parents to participate in drug and mental health treatment through direct provision of counselling, referrals, and/or linkage to and collaboration with AOD and mental health workers.
- Providing client education on drug and alcohol use during pregnancy and whilst breastfeeding, and promoting the use of specialist obstetric, and maternal and child health services
- Providing secondary consultation to professionals working with substance use and family issues
- Contributing to the continuing development of OV Child Safety policy and procedures and ensure that all staff and program areas promote and adhere to child safe practices.
- Attending regular staff meetings and in-service training sessions
- Participating in professional forums and the development of professional networks
- Presenting work and knowledge at forums and conferences
- Other duties as required.

General

- Actively promote and adhere to the OV Child Safety policy and procedures to assist OV to maintain a Child Safe Organisation and support colleagues to engage in child safe practices.
- Demonstrate ability to understand and apply inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
- Demonstrate understanding of the importance and application of intersectionality when working with people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Key Selection Criteria

- Relevant tertiary qualification, which may include a Bachelor's degree in Social Work, Child Development, Psychology or a related subject area.
- Certificate IV in AOD or have completed the required competencies (or able to complete within the first 12 months of employment).* (Refer Appendix A)

- Significant work experience in a relevant role regarding childhood development and an understanding of working within a whole-of-family approach
- Understanding of and demonstrated experience of working with children, young people and/or families around attachment, inter-generational trauma and complex needs
- Demonstrated ability to undertake complex therapeutic outreach casework with families and children who have experienced trauma and have involvement in the child protection system.
- Demonstrated experience referring to and collaborating with relevant stakeholder and local services.
- Have an awareness and knowledge of attachment and trauma theories related to Aboriginal children, young people and families; Demonstrated ability to use this knowledge to guide practice with Aboriginal children, young people and families.
- Demonstrated ability to work with Aboriginal and Torres Strait Islander children, young people, and families with complex trauma needs. Preferred Knowledge/Experience.
 - Child development theories and their application in therapeutic casework with families
 - Experience using strengths based, and child centered family focused theoretical models.
- Experience completing and using outcome tools including North Carolina Family Assessment Scale and Adverse Childhood Experiences Questionnaire.
- Implementation of evidence-based interventions within or between systems in children and young people's ecology and the ability to apply this with a whole-of-family approach
- Outreach Casework/case management with children, young people and families with complex needs, ideally in an intensive setting
- Experience working as part of a care team, and navigating complex systems such as Child Protection, NDIS, family violence and mental health systems. Additionally, experience facilitating care teams such as setting agenda, chairing and minute taking.
- Understanding and experience of working with MARAM framework, including completion and risk conceptualization of Brief & Intermediate MARAM tool, safety planning and utilization of Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS)
- Sound knowledge and understanding of Aboriginal history, values, the stolen generation, practices and culture.
- Demonstrated understanding of cultural safety.

- Well-developed interpersonal and communication skills, with a demonstrated capacity to work collaboratively with others and respectfully engage with constructive feedback to support ongoing development and best practice
- Excellent time management and administrative skills with the ability to autonomously meet deadlines, targets and key deliverables of the program.
- An ability to work flexible hours when required including some after-hours work.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Commitment to the Sanctuary Model:
 - Non-Violence - Mean what you say and don't be mean when you say it
 - Emotional Intelligence - Look out for yours and other people's feelings
 - Social Learning - We all learn from, and teach each other
 - Democracy - Everyone is heard
 - Open Communication - Be honest and share information
 - Social Responsibility - We all help each other ... It takes a village to raise a child
 - Growth and Change - Open to new ideas and ways of thinking

Essential Requirements

- Relevant Tertiary/Degree qualification on Health, Social or Welfare related qualification with one year's experience
- Certificate IV in AOD or have completed the required competencies* (or able to complete within the first 12 months of employment).

**Note: refer to Appendix A for details on competencies*

- Specialist knowledge in one relevant area such as AOD, mental health, family violence, attachment, and trauma informed practice, etc.
- Demonstrated ability to undertake complex casework with families and children who have experienced trauma.
- Demonstrated capacity to develop collaborative relationships across professional and organisational boundaries, as well as knowledge of relevant Community Service Organizations, local and State Government (DHHS) and the ability to network with these services.
- Satisfactory outcome of a confidential Police Check and Working with Children Check. OV is committed to child safety and is a child safe organisation.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use and mental health disorders.
- Possession of a current Victorian Driver's License.
- Information technology skills, including proficiency in Microsoft Office suite.

- Preparedness to travel within the catchment to meet the requirements of the job.
- Eligibility to work in Australia.

Desirable Requirements

- First Aid Certificate.
- Current knowledge of OH&S practices.
- Registration with relevant professional body.
- Ability to contribute to formal intra- and inter- service program development and evaluation activities.

*Appendix A

AOD Competencies

OV requires people in clinical positions to have the following competencies (or their equivalent). Where people do not already have these competencies, OV will invest in the person's professional development by providing them through its RTO.

The competencies required in the first 12 months of employment are:

- CHCAOD001 - Work in an alcohol and other drugs context
- CHCAOD004 - Assess needs of clients with alcohol and other drugs issues
- CHCAOD006 - Provide interventions for people with alcohol and other drugs issues
- CHCAOD009 - Develop and review individual alcohol and other drugs treatment plans

Our Reconciliation Action Commitment

Odyssey Victoria's commitment to reconciliation with Australia's first nation peoples, means that we prioritise a workplace that welcomes, supports, and employs Aboriginal and Torres Strait Islander peoples, and we value their unique contribution to our organisation.

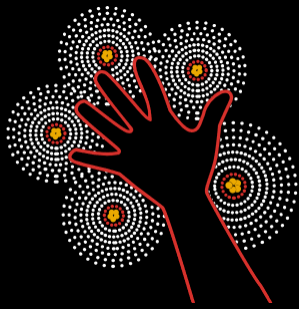
We will act in ways that promote reconciliation between our Aboriginal clients and our staff, and to contribute to the healing that is needed. We will assist with, and prioritise, Aboriginal and Torres Strait Islander job applications and treatment referrals. We commit to celebrating local and national dates of significance, and we will Acknowledge Country when we meet together. We will respect the histories and cultures of Aboriginal and Torres Strait Islander peoples and acknowledge their unique status as the traditional custodians of this land and its waters.

Our Diversity Commitment

At Odyssey Victoria, we value diversity and believe that employing people with a range of backgrounds and abilities brings a variety of ideas, perspectives and experiences that will enhance the relevance, safety and effectiveness our services.

We will promote a workplace that actively seeks to encourage people with disabilities, LGBTQIA+ people, young people, older Australians, and people from diverse cultural, linguistic and faith backgrounds to apply for employment with us. We are committed to ensuring that a diverse range of people are welcomed, valued, and supported in their roles.





Our values

We promote hope for change and expectation to reach one's full potential. We encourage perseverance and innovation to make a real difference in people's lives. We uphold the pillars of Respect, Concern, Honesty, Trust and Love. Our values are promoted among the residents, staff, and clients of Odyssey Victoria.

This artwork, inspired by Chris Thorne, represents counting the pillars on one hand.