

Position Description

Position Title	Family Services Practitioner
Position Number	P5103
Type of Employment	Part time
EFT	0.9
Status	Fixed Term 12mths
Division	Mental Health and Social Impact
Unit and Team	Family Services and Housing / Family Services (Loddon/Hume)
Enterprise Agreement and Classification	Community Health Centre (Stand Alone Services)Social and Community Service Employees Multi Enterprise Agreement 2017. Social and Community Services Employee Level 5
Reports To	Team Leader Family Services (Loddon)
Primary Location All staff are required to travel between sites	Loddon

Omnia Community Health is a unified, not-for-profit community health organisation established through the merger of Sunbury and Cobaw Community Health and Nexus Primary Health on 1 January 2026. We are committed to enhancing access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

We bring together deep community connections, shared values, and specialist expertise to deliver a broad range of services, including general practice, allied health, disability support, mental health, early childhood and family services, aged care, and community wellbeing. Services are provided from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with outreach into surrounding communities.

Grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients, and
- Collaborating across teams to drive innovation, equity and continuous improvement.

Omnia Community Health is an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQ+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

Our Values



Division, Unit and Team

The Family Services team sits within the Family Services and Housing Unit in the Mental Health and Social Impact Division. This Division provides a range of services across the prevention continuum with a focus on communities who need our services most including women, children and families and people from diverse communities and of Aboriginal and Torres Strait Island backgrounds. Programs are funded through a range of sources including the government, non-government and community sectors and are informed directly by community through codesign and engagement with people with Lived and Living Experience.

The Family Services and Housing program provides a range of supports to individuals and families living across the Macedon Ranges, Hume, Mitchell and Murrindindi areas. The program delivers therapeutic and practical services aimed at strengthening family capability, fostering the safety, wellbeing, and development of children, and responding to the impacts of family violence. In addition, the program assists individuals and families who are homeless or at risk of homelessness, helping them navigate crisis situations, secure sustainable housing, and work towards independence. Together, these services focus on promoting stability, safety, and long-term wellbeing for children, families, and individuals within the community.

The Family Services program provides a range of case management support and therapeutic services to vulnerable children and families living across the Macedon Ranges and Hume areas. Services focus on building family capability, fostering the safety, wellbeing and development of children, and responding to family violence. The Family Services team works across two family service alliance areas - the North Central Victoria Family Services Alliance and the Hume Meri-Bek Integrated Family Services Alliance. The family services programs will be connected, whilst maintaining their links to the respective alliances. This position works within the North Central Victoria Family Services Alliance.

Position Overview

The Family Services Practitioner works within Victoria's reformed child and family services system to provide early intervention and targeted support to vulnerable children, young people, and families. The role aims to strengthen family functioning, enhance child safety and wellbeing, and reduce the need for statutory intervention.

Operating within a child-centred, strengths-based and culturally responsive framework, the Practitioner engages families to identify needs, assess risks, and build on existing capabilities. The role involves delivering evidence-informed interventions that address factors such as family violence, disability, mental health, substance use, trauma, and social disadvantage, with a strong focus on improving parenting capacity and family stability.

Family Services Reform

Victoria's Family Services Reforms establish a coordinated, integrated service system that provides the right level of support to children and families at the right time. Services are structured across a continuum—Connecting, Strengthening and Restoring Families—to respond to varying levels of need, from early help to intensive intervention. The reforms emphasise a child-centred, strengths-based and culturally responsive approach, with a strong focus on early intervention, collaboration and Aboriginal self-determination. Through integrated intake, multidisciplinary practice and flexible support, the model aims to improve child safety and wellbeing, strengthen families, and reduce the need for statutory child protection involvement.

At Omnia Community Health practitioners will work within the Strengthening and Restoring scope of practice.

Strengthening Families for families with cumulative, escalating needs, providing in-home child and family support over a longer period. Referrals will come through The Orange Door.

Restoring Families for families with significant, enduring needs, offering comprehensive, interdisciplinary in-home child and family supports that are more targeted and intensive. Referrals will come through Child Protection and Department of Justice.

Duties and Responsibilities

- Deliver flexible, evidence-based family services within the DFFH Family Services model, across the Strengthening and Restoring streams as allocated.
- Provide case management and/or rapid, intensive, wraparound intervention to address child safety, wellbeing and developmental needs.
- Engage families using a strengths-based, relational and culturally responsive approach, building trust and supporting meaningful participation in planning utilising a family decision making approach
- Undertake comprehensive risk and needs assessments, including ongoing monitoring of child safety and wellbeing, and contribute to safety planning.
- Develop, implement and regularly review collaborative Family Action Plans with clear, measurable goals.
- Work autonomously across outreach (including in-home support) and office-based settings, demonstrating sound professional judgement and accountability.
- Establish, coordinate and lead or participate in Care Teams and professional meetings, ensuring integrated and consistent responses across services.
- Collaborate with specialist and universal service providers to deliver coordinated, multidisciplinary support, including Child Protection, health, education and community services.
- Apply evidence-informed frameworks and specialist interventions (e.g. family violence, mental health, AOD, disability/NDIS, trauma-informed practice).
- Deliver family violence risk assessment and intervention in line with MARAM, Safe & Together Model, and Information Sharing Schemes.
- Promote cultural safety and inclusion, including working in line with the Aboriginal Family Decision Making Framework and supporting self-determination.
- Maintain accurate and timely case notes, risk assessments and reporting, and actively participate in supervision, training and ongoing professional development.

The scope of practice is:

Target Population	Families with children aged unborn to 17yrs who require support to provide safe and nurturing environments, that will ensure their children's development, health, safety and wellbeing.
Service Delivery Model	Provide assertive outreach and case management supporting children and their families within a 'Strengthening' and/or 'Restoring' lens
Service Location	Centre based and outreach with some requirement to attend external meetings

Key Selection Criteria

Essential

- Demonstrated commitment to the principles of community health and the social model of health, including the ability to work in partnership with individuals, families and communities to address the social, cultural, economic and environmental factors that influence health and wellbeing.
- Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQ+ communities, and culturally and linguistically diverse populations.
- Proven ability to work effectively as part of a multidisciplinary team, contributing to a positive team culture, sharing knowledge and supporting collective approaches to client care, service planning or organisational development.
- Demonstrated commitment to working with individuals and communities who experience marginalisation, disadvantage or systemic barriers – with a focus on cultural safety, empowerment and co-design
- Significant work experience in a relevant field working with vulnerable children and families with complex needs.
- Understanding of and demonstrated experience working with issues such as attachment, trauma, and intergenerational disadvantage.
- Knowledge of current evidence-based frameworks for understanding family violence, risk assessment and interventions in relation to working with perpetrators and victim/survivors of family violence.
- Demonstrated understanding of the Best Interest Practice Framework and principles and its implementation in practice.

Desirable

Completed training in MARAM, Safe and Together, CISS and FVIS legislation.

Qualifications and Registration

- A qualification equivalent to/including Bachelor's in Social Work, Psychology, Counselling or other Human Services related degree and/or equivalent qualification including experience in the field.
- Must hold current National Criminal History Check, NDIS Worker Screening check and valid Working with Children Check
- Must hold current Victorian Driver's Licence.

Acknowledgement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with my Contract of Employment and agree to abide by the terms and conditions stipulated therein.

Name

Signature

Date