

POSITION DESCRIPTION

Position Title:	Family Services Specialist Disability Practitioner
Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social & Community Services Employee Level 5
Site:	This position is primarily based at our Kangaroo Flat site, however, will be required to work from other BCHS sites and partnering agency sites as part of the co-location agreement.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Fixed term to 30 June 2028
Position description developed:	September 2026
Responsible to:	Team Leader- Strengthening Families

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Family Services team supports vulnerable families to make sustainable changes in the best interests of children and young people. We promote the safety, stability, wellbeing, development and cultural safety of children, young people and their families, and build capacity and resilience for children, families and their communities.

Family Services at Bendigo Community Health is both a member and the facilitating partner of the North Central Victoria Family Services Alliance, and works closely with partner agencies to provide person-centred, responsive support towards supporting the best outcomes for children and young people.

POSITION ROLE- FAMILY SERVICES SPECIALIST DISABILITY PRACTITIONER (FSSDP)

Position Purpose

The Family Services Specialist Disability Practitioner (FSSDP) strengthens the capacity of vulnerable children, parents and families affected by disability to access and benefit from disability supports, including the National Disability Insurance Scheme (NDIS). The FSSDP role builds the capability of the Family Services sector as a whole through close partnerships with practitioners and partner agencies to build their understanding and more effectively support families navigating disability systems.

Position Role & Responsibilities

Family Support

- Assist families to identify disability-related support needs.
- Support access to the NDIS and other disability services.
- Assist families with NDIS goal setting, planning and plan reviews.
- Promote family strengths, dignity, choice and self-determination.
- Support sustainable care arrangements that improve outcomes for children and families.

Practitioner Capacity Building

- Provide secondary consultation and specialist disability advice to Family Services practitioners.
- Deliver information sessions, training and practice support relating to disability, the sector and the NDIS.
- Co-case manage with practitioners where high levels of complexity are present to achieve the best outcome for children and families.
- Strengthen practitioner confidence in supporting families and advocating for best family outcomes.

System Navigation and Partnerships

- Support practitioners to work with families to navigate disability, health, education and community service systems.
- Develop and maintain effective partnerships with NDIS providers, advocacy services, community organisations, partner organisations and government agencies
- Facilitate referrals and access to appropriate disability supports

Practice and Compliance

- Apply child-centred, family-focused and strengths-based approaches in all aspects of the work.
- Ensure practice aligns with legislative, policy and practice frameworks, including:
 - Children, Youth and Families Act 2005
 - Child Wellbeing and Safety Act 2005
 - Best Interests Case Practice Model
 - Inclusive Victoria: State Disability Plan 2022-2026
 - Aboriginal Self-Determination principles
 - Wungurilwil Gaggapduir – Aboriginal Children and Families Agreement

Key Outcomes

- Increased access to disability supports and the NDIS for vulnerable families.
- Improved the family's capability to navigate disability systems and gain access to services.
- Enhanced practitioner knowledge and confidence in disability and NDIS related practice.
- Stronger collaboration between disability, family services and community support systems.
- Improved safety, wellbeing and developmental outcomes for children and families.

KEY SELECTION CRITERIA

Essential

1. Minimum Bachelor level qualifications in Social Work, Community Services, Community Welfare or Community Development related discipline.
2. Experience in delivery of a collaborative service in conjunction with partners.
3. Strong understanding of disability, family services and child wellbeing frameworks.
4. Experience working in and extensive knowledge of the NDIS and disability support systems.
5. Have an in-depth knowledge around the changing nature of the sector and NDIS funding structures
6. Ability to provide consultation, coaching and capacity-building support to professional and families.
7. Excellent stakeholder engagement and partnership development skills.
8. Commitment to child safety, cultural safety, inclusion and Aboriginal self-determination principles.

9. Active commitment to the development and maintenance of a learning environment and cohesive multi-disciplinary team and engagement in team meetings, staff development, supervision and reflective practice
10. A current employee Working with Children Check and Driver's Licence.
11. The successful applicant will be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Post graduate qualifications in social work, Family Therapy, Psychology or related fields.
2. Five or more years experiencing in the disability sector.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Meet performance and service delivery targets.
- Maintain accurate, comprehensive and timely case notes, client/family documentation and partnership records.
- Engage respectfully with partnering agencies, NDIS providers and other professionals', colleagues and leadership at all times.
- Prepare support materials and resources for families and partnering agencies.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “*Quality is everyone’s business, safety is my responsibility*”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS’ Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

