

POSITION DESCRIPTION

1. Position Details

Item	Description
Position Title	Families Together Practitioner
Program Name	Family Preservation - Families Together Program
Position Type	Full-time, fixed-Term (35 hours per week)
Classification	SCHADS Award – Social & Community Services Employee Level 5
Reports To	Families Together Team Leader
Office Location	Primary regional office with outreach across funded Local Government Areas
Region	Allocated region as per contract (The district region is WSNBM- Metro. Location is Cumberland)
Direct Reports	Student Placements (where applicable)

2. Position Purpose

The Families Together Practitioner delivers intensive Family Preservation services to families with children at risk of entering, or escalating within, the statutory child protection system.

Working within the Families Together framework, the role focuses on family engagement, assessment, case planning, and practical support, using child-centred, family-led, strengths-based, and trauma-informed practice to support children to remain safely at home. Families Together is a voluntary program, and the family's informed consent underpins engagement and service delivery throughout.

The Practitioner works collaboratively with the Families Together Team Leader, Child and Family Therapeutic Clinician, and external partners to deliver coordinated, culturally responsive, and outcomes-focused support to families experiencing complex and intersecting challenges.

3. Key Responsibilities

Responsibility Area	Key Activities
Family Engagement and Service Delivery (Engagement)	- Engage families through respectful, strengths-based, and culturally safe relationship-building. - Deliver services primarily through home-based and community outreach.

	• Provide practical family and parenting support through coaching, modelling, psychoeducation, and advocacy.
Assessment, Case Planning, and Casework (Case Management)	• Undertake holistic strengths-and-needs and risk assessments. • Develop, implement, and review family-led case plans and safety plans that prioritise child safety and wellbeing. • Manage a caseload of families with complex and intersecting needs in accordance with Families Together program guidelines.
Risk Assessment and Child Safety (Child-focused Support)	• Monitor child safety and wellbeing throughout service delivery. • Respond to changes in risk through safety planning, escalation, and mandatory reporting. • Comply with legislation, information-sharing requirements, and organisational procedures.
Therapeutic and Multidisciplinary Collaboration (Therapeutic Support)	• Work collaboratively with the Child and Family Therapeutic Clinician to embed therapeutic strategies into everyday practice. • Participate in joint home visits, case conferences, and multidisciplinary meetings. • Coordinate warm referrals and collaborate with DCJ, schools, health services, and community agencies.
Documentation, Reporting and Data	• Maintain accurate, timely, and high-quality case notes, assessments, and records in infoShare and other approved data systems. • Complete outcome tools and reporting requirements in line with DCJ contracts and program guidelines, including administering the Growth and Empowerment Measure (GEM) and Parent Empowerment and Efficacy Measure (PEEM), and submitting quarterly data via infoShare. • Contribute case studies and service data to support monitoring, evaluation, and audits.
Professional Practice and Development	• Participate in supervision, reflective practice, training, and team meetings. • Maintain professional boundaries, ethical practice, and accountability.

	Contribute to continuous improvement and service quality initiatives.
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4. Key Relationships

Internal	External
Families Together Team Leader Child and Family Therapeutic Clinician Head of Family & Financial Inclusion Services Administrative staff, Corporate Services, HR, Finance CEO (as required)	Department of Communities and Justice (DCJ) Schools and early learning services Local Health Districts, GPs and Allied Health Community service providers and partners Interagency and sector stakeholders

5. Key Capabilities

- Strengths-based and trauma-informed family practice skills
- Ability to engage families experiencing high levels of stress, trauma, and disadvantage
- Casework and case management capability in child and family services
- Cultural responsiveness and ability to work effectively with diverse communities, consistent with the Aboriginal Case Management Policy and NSW Child Safe Standards
- Strong communication, collaboration, and documentation skills
- Ability to manage competing priorities and dynamic risk in an outreach environment, and availability to deliver services within the program's required operating hours of 6am–8pm, Monday to Friday

6. Qualifications and Experience

Essential:

- Relevant tertiary qualification in Social Work, Community Services, Psychology, Welfare, or a related discipline
- Experience working with children and families experiencing complex needs, including child protection risk, trauma, and psychosocial challenges
- Knowledge of child-centred, family-led, and trauma-informed practice
- Understanding of mandatory reporting obligations and risk of significant harm (ROSH) thresholds under the Children and Young Persons (Care and Protection) Act 1998, and information-sharing obligations under Chapter 16A of that Act

7. Compliance Requirements

- Current Working With Children Check
- Current National Police Check
- Current Driver Licence

- Compliance with organisational policies and procedures
- Complies with Stepwise Community Services and CABL information security policies, standards, plans and procedures relevant to the program area.
- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

9. Decision Making and Accountability

The role exercises professional judgement in assessing client needs and implementing case management strategies within organisational policies and program guidelines. Complex or high-risk matters must be escalated to the Families Together Team Leader.

10. Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description – Families Together Practitioner
Program / Team	<i>Family Preservation – Families Together Program</i>
Version	3.09-2026
Approved By	<i>Head of Family & Financial Inclusion Services/Head of People and Culture</i>
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