

Position Description



Title:	Senior Family Services Practitioner
Business unit:	Support for Families and Community
Location:	185 Baillie Street, Horsham, Victoria
Employment type:	Part Time Maximum term until 31 March 2022 (Maternity leave position)
Reports to:	Manager of Support for Families & Community

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Senior Family Services Practitioner collaborates with the Manager Support for Families and Community and the other Program Leaders to develop operational strategies across all program areas.

The position provides the leadership necessary to ensure that the programs have the appropriate operational controls, administrative and reporting procedures and people management systems to ensure operating efficiency. Central to this role is building positive and lasting relationships with funding bodies, partner organisation's and the broader community.

The position will also undertake a coaching and mentoring role within the Family Services Program and assist with supporting staff practice and networking on behalf of the agency.

Scope

Budget: *nil*

People: *nil*

Relationships

- | | |
|------------------|--|
| Internal: | <ul style="list-style-type: none">• Program Leaders – Family Services• Manager of Support for Families & Community• Family Services teams and programs• Child FIRST staff |
| External: | <ul style="list-style-type: none">• Child Protection Staff• Members of the OE IFS Alliance |

Key responsibility areas

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Leadership and Service delivery

- Create, build and model a positive culture in all interactions with staff, colleagues, clients and all external stakeholders
- Lead and motivate team members with a solution focused approach to problem solving and work collegiately with peers.
- Provide direct client support where required, due to staff leave and/or vacancies.
- Coordinate the delivery of high quality and responsive services using a Best Interest Framework to provide a quality service that ensures the best outcomes for children, young people and families.
- Lead the development, planning, implementation and evaluation of programs, ensuring standards are adhered to.
- Lead and direct the implementation of Program/Service in accordance with operational plan within the division;
- Ensure the Program/Service implementation of all Uniting's policies and procedures;
- Ensure program compliance with the requirements of funding and service agreements;
- Ensure Program/Service is suitably documented;
- Ensure reviews and evaluation of the program (including service documentation) are an established and routine process;
- Ensure that learning from research, program documentation review and evaluation, quality assurance findings, client feedback, program performance, data collection and service expertise and experience are integrated into service development and practice;
- Lead initiatives to identify areas of Program/Service development and innovations consistent with the operational and strategic plan;
- Ensure appropriate information and record keeping, document storage and retrieval systems in line with the agency directions and procedures in knowledge management;
- Other duties, as required.

Quality and risk

- Comply with relevant Occupational Health and Safety standards
- Comply with Uniting policies and procedures and ensure Child Safety at all times
- Raise and report any concerns about Child Safety/wellbeing immediately

People and teams

- Along with the Program Leaders assist in the development and modelling of a positive team culture
- As per organisational requirements, this position will be required to provide program objectives and staff support when Program Leaders are unavailable or absent.
- Provide case consultation, information, advice and guidance to colleagues in areas of professional expertise that will enhance operational management and planning to other team members as agreed with Program Leaders
- Ensure that staff practice adheres to Uniting and DHHS policies and quality standards

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- Tertiary qualifications in social work, psychology or equivalent area
- Valid Victorian driver's licence

Experience

- Excellent understanding of the legislative requirements of the CYFA as they effect family services particularly the "Best Interests" framework, the information sharing provisions and an understanding of the child protection system
- Knowledge and extensive experience of both the child and family services and the child protection systems.
- Excellent knowledge of a range of theoretical approaches relevant to working with infants, children, young people and families, including but not limited to attachment theory, trauma informed practice and infant mental health
- Extensive knowledge and understanding of current issues facing families, children and young people
- Extensive knowledge and understanding of reflective practice and use within daily practice
- Experience in providing support and mentoring other workers, including supervising students
- Experience in building networking opportunities and representing organisational values at local meetings and forums

Technical competencies

- High level of ability to actively engage with families during the process of assessment and short term intervention, which may be crisis management
- Ability to work flexibly and creatively to meet the needs of families, children and young people
- Ability to liaise and advocate respectfully with DHHS Child Protection in relation to addressing protective concerns for children
- Capacity to work independently in the development of assessments of need and risk and to provide support and guidance to peers in these areas as required
- Highly developed emotional intelligence and ability to mentor and support team members through positive role modelling and reflective practice
- Effective communication skills, including written and verbal skills
- Highly developed negotiating and problem solving skills
- Ability to work flexible hours
- Computer literacy

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Personal Attributes:
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.

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- Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: