

Position Description

Title	Senior Family Services Practitioner (Allocations Coordinator)
Business unit	Child and Family Services, Southern Melbourne
Location	51 Princes Highway, Dandenong
Employment type	Part time (60.8 hours per fortnight) Ongoing
Reports to	Manager Child and Family Services South

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (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

1. Position purpose

The Senior Family Services Practitioner (Allocations Coordinator) is responsible for the coordination of allocations from Child FIRST/Orange Door.

2. Scope

Budget: *nil*

People: *nil*

3. Relationships

Internal

- Family Services Team Leaders
- Manager, Child and Family Services
- ICFS Alliance Coordinator and Alliance Administrator

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- Senior Manager, Child & Family Services
- Group Manager, Southern & Youth Residential Services
- General Manager, South & East Victoria
- Other Uniting Team Leaders and staff

External

- DFFH Child Protection
 - Southern Child FIRST/Orange Door
 - Individual and Child Family Services Alliance
 - Other key stakeholders
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4. Key responsibility areas

Service delivery

- Undertake risk and needs assessments of children and families
- Receive and triage case allocations from Child FIRST/Orange Door
- Undertake engagement activities and provide short term case management and active holding for case allocations from Child FIRST/Orange Door
- Coordinate allocation and capacity and allocate cases to Family Services
- Enter cases on IRIS as required
- Liaise with Child Protection as required
- Demonstrate proactive engagement and outreach to hard-to-reach families
- Prepare reports, service documents and maintain accurate and up-to-date case notes
- Develop collaborative relationships with other agencies providing client services
- Liaise with early childhood services, schools and network service providers
- Broker services appropriate to the family's needs
- Advocate for families to needed services
- Participate in regular supervision with supervisor
- Set priorities and manage time appropriately
- Comply with Uniting program policies and procedures
- Other projects and duties, as required
- Comply with relevant Occupational Health and Safety standards
- Ensure Child Safety at all times
- Raise and report any concerns about Child Safety immediately

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).
- 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.

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5. Person specification

Qualifications and requirements

- A degree in Social Work, Psychology or a related tertiary qualification relevant to child and family welfare
- Current Victorian driver's licence

Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- An understanding of the 'Best Interests' framework and Children Youth and Families Act (CYFA) 2005 is desirable
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Demonstrated ability to establish relationships, work in partnership and communicate effectively with internal and external stakeholders
- Proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context
- Demonstrated ability to work flexibly to meet the current needs of families, young people and children
- Proven ability to work collaboratively with families to meet and achieve goals that facilitate safe and nurturing environments for children and young people including developing action plans
- Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
- Demonstrated organisational and time management skills
- 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.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.
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6. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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