

The purpose of this position

The **purpose** of the position is to use strength based frameworks that are culturally safe to work intensively with Aboriginal and Torres Strait Islander children, young people, individuals and/or families by using culturally appropriate strategies to undertake comprehensive assessments to develop, implement, monitor and review client plans with the aim of improving parenting capacity and family resilience and functioning, increasing the safety of children and reducing the risk of out of home care.

About the position

- This position is within Child & Family. It is part of various child and family service teams.
- This position **reports to** the Team Leader
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance
- The position is a Individual Contributor level of the Capability Framework

Key areas of responsibility

- Lead a team ensuring services can be provided to clients in a way that maximises client outcomes and meet Honour and respect Aboriginal and Torres Strait Islander children and families culture in all aspects of practice and service delivery.
- Work with a range of designated clients. The number of clients will depend on factors such as phase of intervention, complexity, geography and the nature of the service. Practitioners may work with individuals, or multiple stakeholders relating to the individual and/or family.
- Engage clients including children, young people, adults and/or families, using appropriate assessment and risk minimisation processes.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their client plan and outcomes that identify strengths as well as areas of risk, ensuring children and young people are actively engaged in the process.
- Ensure case plans are shared openly with clients, and where appropriate and applicable other agencies.
- Develop contact schedules and conduct regular contact visits as the 'key worker' for the client.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- Assist clients to engage with wrap around services directly, as appropriate.

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- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Make appointments and provide transport for clients when required.
- Depending on the requirements of the service, may be required to plan, develop and facilitate or co-facilitate groups and workshops relating to the service.
- Support a small team of Support Workers to provide a better service to our clients and understand their complex needs through coaching, information sharing and informal learning.
- Make child protection reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
- Document and create reports on client services and client changes using technology and paper-based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible. With support, builds genuine and trusted partnerships with Aboriginal and Torres Strait Islander community to position the organisation as a well regarded and dependable partner.
- Contribute to development of Aboriginal and Torres Strait Islander cultural practice within the team.
- Maintain currency of practice knowledge and share learnings with the team to improve practice.
- Work with the Manager, Practice Support to build capability across the team as it related to their area of speciality.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Aboriginal and Torres Strait Islander children and families are connected to kin, community, country and culture.
- Families are strong and can provide safe, secure, nurturing and culturally supportive home for their children
- Community and clients view the position holder as a respected, culturally safe person.
- Children and families feel they have achieved their goals and are able to access informal and formal supports to meet their ongoing needs.
- The way we work with clients is planned, coordinated, and well documented.

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Key Criteria

- Minimum of 3 years working with Aboriginal and/or Torres Strait Islander children and families within safety and/or wellbeing context.
- Recognition from within the community as a respected, culturally safe person.
- Formal qualifications in social work, early childhood, psychology or similar highly desirable.
- At least 12 months case management experience working with at risk children, young people and/or families, including experience undertaking comprehensive assessments.
- Excellent understanding of child protection issues and client vulnerabilities such as drug and alcohol use, domestic violence, mental health issues, and the impact of trauma and the effect on child behaviour and development.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.
- Good written and verbal communication skills.
- Good relationship building skills with the ability to create strong working relationships with different stakeholders.
- Ability to work flexible hours as evening and weekend work will be required.

People who know this position say that

People who know this position say the things that might make your day are:

- Being able to positively influence Aboriginal and Torres Strait Islander children's future
- Being able to advocate for the needs of a client
- Working in a multidisciplinary team to get a comprehensive view and reach better outcomes
- Empowering families to take responsibilities for solutions and realising change

People who know this position say some key challenges you might experience are:

- Potentially serious consequences of decision making and its impact on children, young people and families
- Ensuring self-care to prevent burn out
- Managing competing priorities and needs of stakeholders including potential clashes in cultural perspectives
- Responding appropriately to potentially challenging situations

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

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This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Support workers
- Other Child & Family Practitioners
- Manager, Practice Support
- Managers

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies
- Wrap around services such as schools, allied health