

Child & Family Practitioner

Intake & Referral



The purpose of this position

The **purpose** of the position is to act as a first point of contact to provide timely and effective intake and referral services, including crisis intervention when required with the aim of 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 services 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 does require a working with children related clearance
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Act as a first point of contact for those contacting the service, providing timely and effective contact, advice and referral services to the community and clients.
- Conduct initial home visits with referred families, providing program information and completing assessment of suitability through identifying strengths as well as areas of risk, ensuring children and young people are actively engaged in the process.
- Provide information, referral and advocacy to support clients to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers.
- Engage clients using age and situation appropriate assessment and risk minimisation processes.
- Identify, assess and plan for safety, particularly where there is a risk of self-harm, family violence, or child protection concerns.
- Explore options with clients to support them to make informed choices to address their immediate needs.
- Establish and maintain network relationships with key agencies, other providers, and referral services.
- Coordinate with other service providers including government departments and agencies, to ensure initial visits are delivered in a client centred manner.
- May be required to plan, develop and co/facilitate presentations relating to the service promotion.
- Document and collate data relating to client intake, intervention and changes using technology and multiple databases in a clear, logical, and timely way.
- Participate and prepare for required meetings with Management and wider programs.
- Make child protection reports to the community services helplines when assessed as necessary, in consultation with the Team Leader or Manager.

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- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

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:

- Families and individuals can access services in a timely way.
- The needs of those contacting the service are appropriately assessed, with referral to appropriate services.
- The way we work with clients in crisis is effective, supportive, and appropriately documented.
- Clients indicate they are satisfied with their service.
- Improved outcomes for clients are identified as an outcome of service delivery.

Key Capabilities

- Degree qualified in social work, human services, psychology or similar.
- At least 12 months experience working with children and/or families in a child protection focused role, including experience undertaking comprehensive assessments.
- Experience providing crisis counselling and/or working with children, young people and families in crisis situations.
- 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.
- Ability to quickly and effectively evaluate the needs of a client who may be in crisis and identify potential referrals that may meet their needs.
- Ability to work under pressure.
- Good relationship building skills with the ability to quickly build relationships with different stakeholders.
- Good negotiation, liaison and advocacy skills.
- 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.
- Ability to work flexible hours as evening will be required.
- Valid NSW Driver's License 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 a client's future.

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- Being able to advocate for the needs of a client.
- Being able to connect clients to support services when in crisis.
- Reflecting on positive feedback when suggestions have been helpful.

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

- Potentially serious consequences of decision making and its impact on clients.
- Ensuring self-care to prevent burn out.
- Managing competing priorities and needs of stakeholders.
- Home visiting when there is risk associated with the visit and ensuring strategies are in place to ensure safety.

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.

This position may require:

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| ☐ Overnight travel/stays. | ☐ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☒ Travel to clients (varied locations). | ☒ Special event support. |
| ☒ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

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

Within The Benevolent Society:

- Child & Family Practitioners
- FFT Therapist & FFT interventionists
- Managers

Outside The Benevolent Society:

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