

Family Services – Strengthening & Restoring Families Practitioner – SL5 PP1–4

Success Profile

As at 24/04/2026

You will make a difference by

- Providing **assertive, relational and evidence-informed case management** to expectant parents, infants, children and families across both **Strengthening Families** and **Restoring Families** service streams, responding positively to identified barriers and supporting sustainable behavioural change within the home.
- Working intensively with families experiencing **cumulative, complex and escalating needs**, to restore child safety, wellbeing and family stability and to prevent escalation or re-entry into statutory services.
- Undertaking **initial, ongoing and comprehensive assessments** that consider child development, parenting capacity, risk, safety, motivation for change, strengths and environmental factors.
- Developing and implementing **child and family care/action plans** with SMART goals that integrate safety planning and are developed in partnership with families, including children and young people where appropriate.
- Actively participating in **Restoring Families care teams**, including joint planning, information sharing and coordinated intervention with Child Protection and key stakeholders.
- Building caregivers' confidence, insight and capacity to respond to parenting responsibilities, family challenges and everyday stressors in ways that promote safety, stability and positive outcomes.
- Strengthening parent–child relationships by role modelling strategies, engaging children and young people, listening to their lived experience and holding adults accountable when interactions are unsafe or harmful.
- Connecting children and families to **informal supports, community, culture and specialist services** to strengthen long-term resilience and reduce reliance on statutory systems.
- Working collaboratively with internal and external partners to deliver **coordinated, child-centred and family-inclusive responses**.

	- Supporting a culture of continuous quality improvement, reflective practice and best-evidence frameworks to enhance service delivery and outcomes. - Comply with the Restoring model of practice, completion of Learning modules and participating in coaching session to ensure fidelity of the model. Undertaking the Strengthening Families service delivery profile. - Contributing to workforce capability by supporting students and promoting ethical, reflective and strengths-based practice.
To succeed, you will need	- A tertiary qualification in social work, psychology, youth work, early childhood or a related discipline, with a minimum of four years' experience in Child & Family Services or the community services sector. - Demonstrated experience working with families experiencing complex, cumulative and escalating risk, including in-home service delivery and intensive intervention models. - Strong capability in case management practice, including comprehensive assessment, person-centred care planning, safety and risk assessment, and outcome-focused review. - Demonstrated ability to combine and apply three or more pillars of evidence-informed practice in work with children, parents and carers. - Confidence in assessing and responding to child and family safety and wellbeing concerns, including completing mandatory reports and CYF Act Sections 34 and 38 when required. - Proven ability to use the MARAM Framework, FVISS and CISS, and to develop and review safety plans with families and professionals. - Confidence to raise duty of care and duty to warn concerns with families, supervisors, line managers and partner agencies. - Ability to work effectively within multidisciplinary care teams, including participation in joint visits, case planning and information sharing. - Strong engagement skills, including working assertively with families who may be reluctant or challenging to engage.

	• Commitment to supervision, reflective practice and ongoing professional development. • Commitment to supervising Social Work or Community Services Sector Students placements. • Capacity to work flexibly across Western Melbourne / Brimbank–Melton, including extended service hours (7 am–5.45 pm weekdays). • When working with Aboriginal families who self-determine to engage with mainstream services, demonstrated adherence to CYF Act 2005 Sections 7A & 7G. • To undertake as directed other service delivery activities such as early intervention work, group work or undertake a DFFH or Alliance strategic direction service response.
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements. (We make a difference.) • Going above and beyond, demonstrating understanding and respect for our communities and each other. (We are passionate.) • Learning, experimenting and innovating. (We are creative.)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health’s strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	• Provide holistic and/or intensive case management to an agreed number of families at any one time and maintain accurate client service hour records. • Deliver a minimum of 1,350 service delivery hours per annum (full-time equivalent). • Strengthening Families requirements: ○ First contact with families within 24 hours of allocation.

- Child and family care plan completed by the **third substantive contact**.
- Comprehensive child and family assessment completed by the **sixth substantive contact**.
- **Restoring Families requirements:**
 - Initial contact within **one week** of connection acceptance.
 - Initial assessment completed by **week one**.
 - Comprehensive assessment and child and family action plan completed by **week three**.
 - Active participation in care team meetings and joint visits as required.
- Complete **case notes within 24 business hours**, in line with IPC Health policy and professional standards.
- Build effective working relationships with families who may be difficult to engage through assertive outreach strategies, including unannounced visits and third-party engagement.
- Confidently identify, escalate and mitigate risk to children, carers, community members and self, developing safety plans in consultation with leaders and relevant agencies.
- Demonstrate compliance with all **legislation, policies and practice frameworks** governing the role.

Contract Type	Ongoing
Team	● Child & Family Services
Reports to	● Supervision – Team Leader ● Program Deliverable Requirements – Line Manager
Key relationships	Internal: ● Senior Manager, Child and Family Services ● Director, Governance, Risk and Quality ● Family Services Leadership Team ● Child and Family Services Team ● IPC Health Support and other Services Team External: ● Child Protection staff, Community Based Child Protection Team and Navigators

	- The Brimbank Melton and Western Melbourne Orange Doors teams (allocations, SIT, Practice Leads) - The Brimbank Melton and Western Melbourne Child and Family Services Alliance – Key contact: Project Officer - Area Based Family with a Parent with a Mental Health illness Coordinator (FaPMI Coordinator) - Area Based Family Services Specialist Family Violence Practitioner - Area Based Family Services Specialist Disability Practitioner - Area Based -Restoring Families Coordinator - Area Based Family Group Conference Convenor – Restoring families only. - Other External partners and Stakeholders including Schools, CALD Outreach Workers and Local Councils	
Location	The employee will be required to travel and work at other locations dependent on the need of the business and Client Service Delivery	
Vaccination category	Category B	
Compliance	Standard	Action / Requirements
	OH&S	Performance work in a manner that complies with IPC Health's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.
	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
	Banning orders	Must be able to work with Aged Care Clients* *Delete if not applicable
	Registration	*Hiring manager to complete in consultation with P&C Business Partner
Systems required for role and access level	Access to TrakCare	Access to SmartyFile – Family Violence Flexible Support Packages
	Access to IRIS	Access to Robin booking spaces

	Access to Family Services Teams and SharePoint	Access to IPC Health Site Campus emails, One Team
	Access to Smart Fleet	Western Melbourne Alliance website- contact WMA Project officer
	Access to IPC Health Site campus group email	Access to VHMIS & LMS
	Access to Safe Zone	Access to MYOB for reimbursements/ doing FSP/Brokerage Requests ????

Our Purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

