

This position is within Child & Family. It is part of various child and family services teams.

Position

- 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:
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

Purpose

The purpose of this position is to use strength based frameworks to work intensively with at risk children, young people, individuals and/or families by undertaking 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.

Focus

To achieve this purpose, the position holder would typically:

- 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, where appropriate and where 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.
- 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.

This position may be offered as a specialisation:

- For example, Male Inclusion, Homelessness, Women’s Health, Aboriginal & Torres Strait Islander communities/support

Where the role is offered as a specialisation the position holder would typically:

- Work with a reduced number of clients not related to the area of speciality. This would depend on the needs of the broader client group at any time and would be negotiated with the Team Leader
- Coach, advise and provide on the job support to Child & Family Practitioners and Support Workers to better understand and apply strengths based frameworks as related to their area of speciality
- Maintain currency of knowledge and practice 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.

Outcomes

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

- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised
- The way we work with clients is planned, coordinated, and well documented
- The most effective outcome for the client is identified
- Clients indicate they are satisfied with their service
- Improved outcomes for clients are identified as an outcome of service delivery

Relationships

We work collaboratively with others, however this position works close 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

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Degree qualified in social work, early childhood, psychology or similar
- At least 12 months case management experience working with at risk children, young people and/or families in a child protection focused role, 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
- Where the position is offered as a specialisation, at least 12 months demonstrated experience and/or qualifications supporting clients in the area of specialisation

Travel

This position may require some flexibility in terms of travel or hours of work:

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Being able to positively influence a client’s future
- Being able to advocate for the needs of a client
- Working with the team to get a comprehensive view and reach better outcomes
- Reflecting on positive feedback when suggestions have been helpful

Those with knowledge of 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
- Home visiting when there are risk associated with the visit and ensuring strategies are in place to ensure safety

Approvals

Approver	Director, Human Resources	Date: 29 November 2016	Position Code: CFS009
Review history	V1.0 Release		
Advertising	Community services, social work/er, youth work/er, child protection		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.