

## CatholicCare NT Role Description

Position Title		Lead Practitioner Family and Children's Programs
<b>Position Number</b>		CC2249
<b>Salary</b>		Base Salary SCHADS Level 6 Plus superannuation guarantee , 17.5% leave loading and salary packaging option
<b>EFT</b>		Full time 38 hours per week Monday to Friday 8:30am – 5:00pm
<b>Location</b>		Alice Springs
<b>Commencement</b>		ASAP
<b>Completion</b>		Ongoing (subject to funding)
<b>Last Reviewed</b>		JAN 2024

### 1. Program Description

CatholicCare NT is a not-for-profit organisation, providing social services and programs to individuals, couples, families, children, groups, schools, and agencies across the Northern Territory.

Family and Community Wellbeing services consist of two programs that work together to provide a range of program, activities, and experiences to promote wellbeing and positive family functioning.

#### Children and Parenting

The Children and Parenting program provides early intervention and preventative services and programs, specifically targeting at risk populations, using a whole of family approach to resource, educate, support and skill parents to improve developmental and wellbeing outcomes for children and families. The program provides a range of evidence-based programs and activities for parents (Kinship, guardians, carers), to increase capacity, develop knowledge, skills and support to raise healthy children and a range of developmentally activities and experience for children.

#### Relationship and Counselling Services

CatholicCare NT provides a range of counselling and group work activities, such as School Based Counselling, Family and Relationship services, Employee Assistance Program Counselling (EAP), Crime Victims Counselling and Marriage Preparation.

#### Children's Contact Centre

The Contact Centre Service provides a safe and neutral space for contact visits and changeovers for families experiencing a high level of conflict post separation. The core goals of the program are to provide children with the opportunity of re-establishing or maintaining meaningful relationships with both parents and other significant people in their lives, and to achieve sustained and workable long-term arrangements.

### 2. Purpose of the Position

The Lead Practitioner is responsible for the implementation, leadership and integration of the following program/s: Children's Contact Centre services, Children and Parenting and Counselling services in order for the program/s to meet their objectives. Program portfolios may be subject to

change within the contract period. This position has a particular focus on leading and mentoring program staff, applying professional knowledge and support whilst providing direct services and managing complex client work.

### 3. Organisational Relationships

Exercises a degree of autonomy and reports to Regional Manager Alice Springs.

May manage a work area/ medium organisation or multi-worksite organisation.

### 4. SCHADS Level 6 Characteristics

- Operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Scope to influence the operational activities of the organisation and would require incumbent to be involved with establishing operational procedures, which impact upon the organisation and/or the sections of the community served by it.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees.
- May be required to negotiate matters on behalf of the organisation.
- Responsibility for decision-making in the particular work area and the provision of expert advice.
- Provide consultation and assistance relevant to the workplace.
- Set outcomes for the work areas for which they are responsible to achieve the objectives of the organisation.
- May be required to undertake the control and co-ordination of a program, project and/or significant work area, which requires a good understanding of the long-term goals of the organisation.
- Exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.
- Positions at this level may be identified by:
  - impact of activities undertaken or achievement of stated outcomes or objectives for the workplace;
  - the level of responsibility for decision-making;
  - the exercise of judgment;
  - delegated authority;
  - and the provision of expert advice.
- Managing time is essential so outcomes can be achieved.
- High level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Will be required to understand and implement effective staff management and personnel practices.

## 5. Key Responsibilities and Performance Standards

### 5.1 Direct service delivery

- ensure staff provide responsive and high-quality case management, outreach, individual counselling, and group work services.
- Lead the operations of the Contact Centre Service, including direct service delivery as required.
- develop and maintain services and programs based on evidence of best practice and employs a strengths-based approach to inform service design, delivery and development.
- ensure that practice is based on work with the whole family including the child or young person.
- develop partnerships and collaborative relationships with other service providers working with families, individuals, young people and children for shared case management, referral pathways and ongoing support for clients after exiting the Service.
- complete regular auditing of staff client case files and ensure accuracy of data integrity.
- implement and undertake client intake processes including initial assessment of participant needs and allocate cases to staff in accordance with approved caseload management protocols.
- manage caseload allocation and provide advice and guidance in the distribution of casework to staff.
- identify training and professional development needs of staff to enable the effective implementation of a family centred, strengths based, case management model of care.
- manage organisational evaluation and outcome strategies through measuring performance against agreed indicators.
- support the planning, implementation and evaluation of group activities including utilising outcome measurement tools and narrative/digital stories.
- responsible for ensuring adherence to program funding requirements.
- program planning and evaluation including Program Logics and Theories of Change.
- maintain and service a caseload of direct service work.
- oversee service delivery of the program team/s and allocation of service requests

### 5.2 Lead an integrated team

- provide support and guidance to ensure staff deliver high quality, responsive case work and services, in line with contractual obligations, mandatory reporting legislation, and the needs of the community
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic
- develop and monitor best practice, evidence-based services to inform strengths-based client work, program delivery and reporting to funding bodies
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements
- foster a cohesive team culture based in accountability, respect, reflection, and innovation

### **5.3 Ensure data integrity**

- enter accurate data and case notes in line with program requirements and setting the team standard
- conduct regular audits of client sessions, session notes, and planning, using the Client Record Monitoring Checklist, and providing feedback to staff in supervision
- communicate and implement updates to CSnet® practices, as directed
- provide timely reports and feedback to the Regional Manager and Contracts Team when requested, consistent with contractual reporting agreements
- lead implementation of quantitative and qualitative evaluation methods

### **5.4 Support high quality HR processes**

- participate in the recruitment, interview, induction, and training of local staff
- provide high quality 12-week program induction, appraisal, mentoring, guidance, role modelling and performance management processes
- identify and action staff training, learning and development needs and supporting and review Employee Development Plans
- monitor and authorise staff movements, including leave applications, using HR3

### **5.5 Prioritise staff supervision**

- schedule regular supervision with each team member to reflect on and review case management practices, as per CatholicCare NT policy
- attend supervision training as required to develop leadership skills and insights
- enter accurate data and supervision session notes on CSnet in line with program requirements

### **5.6 Stakeholder engagement**

- develop and maintain collaborative networks and relationships with relevant government and community-based agencies, and community representatives, to enhance service delivery, referral pathways and ongoing support for clients
- maintain professional relationships and appropriate boundaries with all clients, stakeholders and CatholicCare NT staff
- represent CatholicCare NT in a professional manner at all times

### **5.7 Participate in Supervision and Evaluation activities by:**

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

### **5.8 Safeguarding Children**

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

## 6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times.

## 7. Work Conditions

The Lead Practitioner is located in a busy, open area office. The role requires outreach work, after hours and weekend work as approved by the Regional Manager. This will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours. All staff are expected to comply with relevant WH&S requirements.

## 8. Selection Criteria

- 1) Prerequisites:
  - I. degree with substantial experience;
  - II. post graduate qualification;
  - III. associate diploma with substantial experience;
  - IV. attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.
- 2) Minimum five years' experience in relevant practice and team leadership.
- 3) Strong interpersonal and communication skills encompassing report writing, case note writing and supervision and the ability to communicate effectively with managers, staff and stakeholders across a range of diverse cultural groups and settings.
- 4) Experience in recording and interpreting quantitative and qualitative data in line with program requirements and leading a team to do the same.
- 5) Experience in providing supervision to multi-disciplinary staff.
- 6) Demonstrated cultural competency, particularly in working with Indigenous people

## 9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.

- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.