

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: FAMILY SERVICES PRACTITIONER

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Dependent on applicant qualifications and experience
Site:	This role is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	May 2022
Responsible to:	Senior Leader Family Services

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Family Services team supports vulnerable families to make sustainable changes in the best interests of children and young people. We promote the safety, stability, wellbeing, development and cultural safety of children, young people and their families, and build capacity and resilience for children, families and their communities.

Family Services at Bendigo Community Health is a member of the North Central Victoria Family Services Alliance, and works closely with partner agencies to provide person-centred, responsive support towards supporting the best outcomes for children and young people.

Position Role

The Family Services Team provides individual support and case coordination to children, youth and families to make sustainable changes in the best interests of children and young people. Family Services works as part of the broader family services system, and the work is underpinned by legislative frameworks.

- The Children, Youth and Family (CYFA) Act 2005 requires that Family Services works in ways that reflect the Best Interest Principles and the associated provisions of the CYFA, to work as part of an integrated family service system to support children, youth and families with a focus on early intervention and prevention.
- The Best Interest Framework provides a common basis for professionals to work together with local communities and other services to meet the needs of vulnerable children and their families.
- Family Services provides an outreach service that supports families to develop strategies and create changes to ensure the best interests of children and young people are central.
- Family Services works with local communities and other services to meet the needs of vulnerable children and their families. This includes encouraging a consistent focus on safety, stability and the development of positive outcomes, whilst viewing the child's experience through the lens of the age and stage of the child, their culture and gender.
- Family Services utilises best practice principles to ensure that families are supported to be kept out of the child protection system, where possible.

Position Responsibilities

The responsibilities of the position are:

- Utilise an assertive outreach process through a variety of platforms to engage with children and families who have complex needs and where there are significant wellbeing concerns for children and young people.
- Actively support families to achieve outcomes in the best interests of children and young people.
- Engage with families in the development of clear goals and provide advocacy, information and resources to support family change.
- Demonstrate skills and knowledge in utilising Strengths Based practice.
- Develop, participate and facilitate group sessions with children, young people and families.
- Support families to connect with formal and informal networks that will support them to sustain change in the best interests of the children.
- Meet all administrative requirements of the role, including maintaining up to date client records, data reporting and case related administration.
- Other duties as directed.

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Key Selection Criteria

Essential

1. A qualification in Social Work, Community Services, Community Welfare or Community Development related discipline.
2. Demonstrated experience in providing assertive outreach and case management and support to children, youth and families within an empowerment framework, with a comprehensive understanding of best practice principles, consent, advocacy and confidentiality.
3. Demonstrated experience and skills in assessment and identifying risk in families.
4. Demonstrated understanding of attachment and trauma - and how this may impact on children, young people and their families.
5. Demonstrated experience in building rapport and professional relationships with people from diverse backgrounds as well as excellent interpersonal and communication skills with children, youth, families and professionals.
6. Demonstrated ability to work independently as well as a member of a multidisciplinary team.
7. Demonstrated understanding of the impact and gendered nature of family violence.
8. A sound knowledge of the Victorian Children, Youth and Families Act 2005.
9. Ability to maintain a positive attitude to the program and service.
10. Current Drivers License.
11. Current Working with Children Check.

Desirable

1. Excellent organisational and time management skills.
2. Comprehensive knowledge of the local service system.
3. Intermediate to high level computer skills such as use of Microsoft Office programs, and electronic client management systems including Microsoft Teams.
4. Demonstrated understanding of the social model of health and how it relates to consumers and best practice service delivery within a Community Health setting.
5. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Demonstrate positive outcomes for consumers through your intervention.
- Maintain positive relationships with internal and external stakeholders.

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Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

Other Essential Requirements

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Staff will:

- Complete a satisfactory Police Check BEFORE employment is confirmed, the Police Check will be initiated by BCHS.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.

APPROVED