

POSITION DESCRIPTION

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| Position Title: | Senior Family Services Practitioner |
| Award: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 |
| Classification: | Social & Community Services Employee Level 6 |
| Site: | This position 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: | April 2023 |
| Responsible to: | Senior Leader- Family Services |

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Family Services Team works with vulnerable and high-risk families and provides individual support and group work programs to children, youth and families. The team supports families to make sustainable changes in the best interests of children and young people.

The Children, Youth and Family Act 2005 requires that family services, child protection and placement services work in ways that reflect the Best Interest Principles and the associated provisions of the CYFA.

The Best Interest Framework provides a common basis for professionals to work together and with local communities and other services to meet the needs of vulnerable children and their families, by encouraging a consistent focus on the following:

- Safety
- Stability
- Development

POSITION ROLE

The position will:

- Provide formal clinical supervision, support, and guidance to staff in the family services team.
- Promote best practice principles within the team and contribute to the delivery of safe and effective services to children, young people, and families.
- Work as part of an integrated Family Service system to support children, youth, and families with a focus on early intervention and prevention.
- Provide an outreach service that supports families to develop strategies and create changes to ensure the best interests of children and youth.
- Work 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.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Support the clinical practice of the BCHS Family Services team by providing regular formal supervision, secondary consultations, and opportunities for reflective practice.
- Support the Family Services team members with start-up meetings with families, reviews and joint support work when required.
- Liaise with The Orange Door in relation to capacity, allocation, importing referrals and demand management.
- Manage and support families on the active hold waitlist.
- Accurately document client and administrative information and collect and collate data within given time limits based on funding requirements.
- Represent the Family Service team at relevant stakeholder meetings including the North Central Victorian Family Services Alliance (NCVFSA) Operations meetings (monthly) and liaise with the NCVFSA facilitator around operational issues.
- Coordinate and promote opportunities for the team to engage in group supervision processes to enhance best practice.
- Engage in clinical, group and management supervision and commit to critical reflection and discussion of values and ethical conduct.
- Engage in identified partnership and networking opportunities relevant to the role

- Contribute to service integration, team development and BCHS strategic goals.
- Meet all performance and reporting requirements – internally and externally.
- Undertake responsibilities of the position adhering to:
 - Professional Standards, relevant legislation, and
 - Occupational Health & Safety Legislation and requirements.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Minimum qualifications in an undergraduate bachelor's degree in social work, psychology, community Welfare, or related discipline.
2. Demonstrated experience providing clinical supervision and leading and supporting a diverse team.
3. 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.
4. Demonstrated experience and skill in assessment and identifying and managing risk in families.
5. Demonstrated understanding of attachment and trauma - and how these impact on children, young people, and their families.
6. Demonstrated experience in building rapport and professional relationships with clients from diverse backgrounds, as well as excellent interpersonal and communication skills with children, youth, and families, partnering services and other professionals.
7. Demonstrated ability to work both independently, and as a member of a multidisciplinary team.
8. A sound knowledge of the Victorian Children, Youth and Families Act 2005.
9. A current Drivers Licence.
10. A current Working with Children Check.
11. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Excellent organisational and time management skills.
2. Comprehensive knowledge of the local service system.
3. Demonstrated understanding of the social model of health and how it relates to clients and best practice service delivery within a Community Health setting.

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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Meet client related service delivery performance targets.
- Meet required targets in relation to the provision of regular clinical supervision to staff reporting to you.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

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 BCHS' values.

Administration and Documentation:

Through the use of the 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 teamwork 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; provides 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 reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- 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

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.