

doncare

Position Description

Position Title	Strengthening Families Family Services Practitioner
Reporting to	Team Leader, Family Services
Employment Status	Part time
Classification	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS) – Social and Community Service Employee Level 5
Program	Family Services
Position Location	Doncare office and clients' homes

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Emergency Relief, Family Violence Services, Family Services, and Social Support for Seniors.

You can find information about our organisation, Vision, Purpose and Values on our website <https://doncare.org.au/about-us/strategic-plan>

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

<https://doncare.org.au/child-safe-commitment>

About the Role

The Strengthening Families Family Services Practitioner role requires the delivery of case management and early intervention services to children and their families with a view to ensuring the best possible outcomes for the individuals involved.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Doncare values	Demonstrated commitment to working in accordance with Doncare values and behaviours.	Upholds Doncare values in all interactions with clients, colleagues, other professionals and community members.
Effective Interventions	Delivery of evidence-based/informed interventions and practice approaches. Knowledge of trauma-informed practice is highly desirable.	Effective engagement with all families, including those of diverse backgrounds and composition. Achievement of goals identified with families. Delivery of services within required timelines.
Stakeholder management	Effective collaborative working relationships with Child Protection practitioners and other relevant stakeholders. Contribution to care teams and professional networks to support case planning, risk assessment, and sharing of information. Promotion of community networks for families, strong cohesive communities and partnerships with professional services and community groups.	Establishment of effective collaborative relationships with associated networks and other professionals. Coordination of care team meetings as required.
Information management	Collection and maintenance of appropriate information and resources for staff? and clients. Accurate and comprehensive data entry and documentation of practice approaches and interventions, and other records required by legislation and funding agreements, in accordance with organisational policies. Maintenance of confidentiality in accordance with privacy and information sharing legislation.	Timely and accurate reporting that supports informed and proactive decision making.

Supervision	Participation in supervision and completion of agreed actions, including training as required.	100% attendance and timely task completion, unless there is a valid reason for not being able to do so.
Resilience	Adaptation to change as it occurs within the service and organisation.	Demonstrates ability to adapt to changes and new ways of working.
Risk	Active assessment, management and, where possible, mitigation of workplace risk including client-related risk , Workplace Health and Safety, reputation risk and personal risk.	Demonstrates the ability to protect the rights, safety and wellbeing of people with whom the employee interacts in the course of employment by following the relevant policy and procedures.
Continuous Improvement	Support of Quality and Continuous Improvement activities.	Compliance with Doncare's policies and procedures. Proactive problem-solving and ability to review and improve processes when required.
Accreditation and Legislative compliance	Proactive application of specialist knowledge including but not limited to: • Best Interests Case Practice Model • MARAM and Information Sharing Scheme • Child Safe Standards • Children's Youth and Families Act 2005 • Aboriginal and Torres Strait Islander Cultural Safety Framework	Compliance with legislation, contractual and policy requirements in day-to-day work to meet the agency's audit, contract and regulatory obligations.
Child Safety	Promotion of the safety of children, prevention of child abuse and appropriate response to allegations of child abuse.	Compliance with the Child Safety policy and procedures. Completion of Doncare Child Safety training.

The employee will be expected to perform other duties outside those in the position description which are within the employee's skill, qualification, experience and competence level as directed from time to time, to meet the agency's operational needs. The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's

in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Selection Criteria

1. Social Work qualification with eligibility for membership of AASW or an equivalent qualification.
2. Current Employee Working with Children Check and Driver's licence.
3. Knowledge of the Victorian Child Protection system and demonstrated experience in delivering direct support services to families and children.
4. Experience and competence in providing a range of interventions to vulnerable families, individuals and children.
5. Excellent verbal and written communication skills to foster relationships with clients, colleagues, other professionals, and key stakeholders.
6. Good IT skills including the ability to use Microsoft Office (in particular Word, PowerPoint, Excel, SharePoint and Outlook) as well as databases.
7. Demonstrated ability in time management, setting priorities and planning work effectively.
8. Understanding of Child Safe Standards, the MARAM framework and Information Sharing Schemes.
9. High level of integrity and reliability.

Other Information

- Two referee checks and a Police check will be part of the pre employment Checks.
- An ability to work outside usual business hours (9am to 5pm) on occasion, when required to meet client need.