



<b>POSITION TITLE:</b>	<b>Child Wellbeing Practitioner</b>
<b>POSITION NUMBER:</b>	<b>OD004</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 4-5</b> <b>(PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Orange Door – Family &amp; Individual Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check and Working with Children Check</b>

## **OUR ORGANISATION**

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## **DIVISION AND PROGRAM OVERVIEW**

The Family & Individual Support Services Division incorporates Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. These four teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Best Interest Framework, Gender and Trauma Informed practice, Duluth curriculum of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

### **THE ORANGE DOOR**

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in Roadmap for Reform: Strong families, Safe children.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs ('Hubs') across Victoria to provide a new way for women, children and young people experiencing family violence, and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door.

The Orange Door is also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services, family services and perpetrators/men's services, with expert support tailored to each family member's needs.

The safety of victim survivors and children is The Orange Door's first priority. The Orange Door also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Given the phased approach to implementing The Orange Door and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of The Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

The Orange Door will deliver a fundamental change to the way we work with women, children and families, and men. The role of The Orange Door is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Family & Individual Support Services Division will have a number of Practice Leads, Team Leaders and Practitioners that will be situated within the Orange Door.

## PRIMARY PURPOSE OF ROLE

The Child Wellbeing Practitioners will provide a specialist focus on the wellbeing and development of children, young people and their families through:

- Actively focusing on the best interests of children and young people at all times;
- Assessments that include parents/carers and the whole family;
- Working with men as fathers/parents;
- Interventions that consider children and young people as individuals in their own right, and take into consideration their opinions and wishes;
- Early help for children, parents and families to support wellbeing, stability, development and safety;
- Providing a point of contact for secondary consultation, advice and information.

The position will work alongside other roles at The Orange Door, and will focus on child wellbeing and family violence primarily in relation to risk assessment and risk management. The position will rotate between the four teams within The Orange Door.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The role of Child Wellbeing Practitioner will work at The Orange Door. It is essential this role engages strong risk assessment and risk management skills, along with the ability to make sound decisions sometimes in crisis situations. It is essential that all work is to remain confidential and professional boundaries are adhered to.

The role requires having knowledge and experience working in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice.

The role will work within a diverse team of professionals to achieve program goals and client outcomes and ensure to maintain accurate client records, actively participate in and contribute to program service planning, while representing the Child's voice in all discussions.

As this position regularly engages with other agencies within the Orange Door, this role must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region and beyond.

## REPORTS TO

The position reports to and is supervised by the Team Leader – Orange Door.

## KEY RESPONSIBILITIES

### Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Community of Practice to ensure integrity of the agreed model of service delivery.

### Technical Skills

- Provide an entry point for Men, Women and Children who require family violence services.
- Provide child/youth focused, prompt and accessible information, assessment and referral service
- Undertake consultations with the Community Based Child Protection worker when required.
- Undertake complex child/youth and family assessment by phone, or by outreach as required.
- Provide immediate supportive casework/counselling and follow up as appropriate on short term issues.
- Provide appropriate referrals to Family Services, and to other services and agencies in the South West Family Services Alliance.
- Where required, work with families "on hold including referral, outreach home visits and telephone counselling.

- Maintain accurate client records and service data as required.
- Maintain client privacy and confidentiality in accordance with legislation, policy and good practice.
- Maintain and update the Intake information resources.
- Participate in monitoring and ongoing evaluation as required
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- After Hours work may be required.

#### Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

#### Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

### **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.

- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### Qualifications:

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Welfare Work or equivalent. As well as a wiliness to obtain a Bachelor of Social Work within the next 3 to 5 years. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

### Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated knowledge and commitment to child safety standards.
- Sound knowledge of the issues facing vulnerable families and relevant theoretical practice frameworks.
- Knowledge of the Child Protection and Family Services sector and relevant legislation.
- A sound knowledge of theoretical and practice frameworks relating to child development, trauma and attachment.
- Demonstrated experience and skills in detailed child & family assessment, including child/youth risk assessment.
- Sound knowledge of the range of community, welfare, education and health services available, or demonstrated capacity to acquire this knowledge.
- Demonstrated experience and skills in information and advice provision, intake, referral, counselling, casework and consultation.
- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.

- Demonstrated experience in practicing within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

**AUTHORISED BY**

NAME: Donna Wynters  
POSITION: Executive Manager – Family & Individual Support Services.  
DATE: May 2021

**ACCEPTED BY INCUMBENT**

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SIGNED: \_\_\_\_\_  
DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_