



<b>POSITION TITLE:</b>	<b>Senior Practitioner - Integrated Family Services</b>
<b>POSITION NUMBER:</b>	<b>CS016</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 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>Integrated Family Services – Family and Individual Support Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a 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 and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to 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 LGBTIQ+ inclusive practice.

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

## DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates the following programs: Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. These four teams deliver 25 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 focused interventions.

## PRIMARY PURPOSE OF ROLE

The Senior Practitioner - Integrated Family Services is responsible for the provision of quality case work and case management to vulnerable children, young people and families. The role assists the Team Leader with the supervision and mentoring of team members. As well as supporting the coordination and delivery of the suite of Integrated Family Services programs, including but not limited to Integrated Family Services, Finding Solutions, Adolescent Support Program and Family Preservation and Reunification role. This role will act as an advocate for the programs when developing innovative and flexible activities that deliver outcomes for the clients within the Family services programs.

In this role, the Senior Practitioner is expected to carry a caseload of clients within the Integrated Family Services suite of programs including case management.

The Senior Practitioner is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The position works closely with the Team Leader of Integrated Family Services, other senior workers and team members and the Family Support Services Manager. As a result, this role requires the ability to make sound case work decisions and provide clinical guidance around risk management, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The Senior Practitioner is required to maintain accurate records, expected to actively participate in, and contribute to, program service planning, along with all annual improvement activities to achieve organisational outcomes.

As this position regularly engages with other agencies, the Senior Practitioner – Integrated Family Services Programs must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services in the region. The Senior Practitioner may be required to represent the agency and the Integrated Family Services programs such as at meetings for Orange Door, South West Child and Family Services Alliance etc.

## REPORTS TO

The position reports to and is supervised by the Team Leader – Integrated Family Services programs.

## KEY RESPONSIBILITIES

### Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.

- Provide mentoring, support, supervision and consultation to program staff in conjunction with the Line Manager.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- In conjunction with the Team Leader ensure compliance with the relevant program Service Standards.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Team Leader.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

#### Technical Skills

- Assist the Team Leader to effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- Act as Team Leader as required.
- Ensure you and team members 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.
- Engage with children, young people and their families using a variety of engagement strategies such as assertive engagement, outreach, persistence and pacing.
- Provide 1:1 counselling and family work to vulnerable children, young people and their families
- Undertake case management and case work including:
  - intake,
  - assessment,
  - case/care planning,
  - case coordination,
  - supported referrals,
  - case reviews and
  - case closure.
- Work closely with The Orange Door to ensure a timely response to vulnerable families.
- Provide specialist consultation on youth specific practice to other partners in the [South West](#) Child and Family Services Alliance.
- Flexibility to respond to crisis situations beyond normal business hours, as and if 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 [such as the MEL framework](#).
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Support the Team Leader to promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Participate in and at times facilitate daily and weekly team meetings and team planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support and maintain 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 Team Leader.

#### Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff as required in the absence of the Team Leader.
- 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.
- Appropriately utilise and apply for program flexible support monies.
- 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.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- 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.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

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. (Qualifications must be approved by recognised professional bodies: i.e. 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 skills in leadership, mentoring, supervising and supporting staff.
- Demonstrated ability to facilitate a team approach to achieve service objectives.
- A sound understanding of issues confronting disadvantaged children, young people and their families, particularly clients involved with the child protection system.
- Demonstrate an understanding of the child protection system and its role in the service system.
- Demonstrate a working knowledge of case management, practice frameworks and models relevant to working with vulnerable families.
- Proven ability to engage and case-manage children, young people and vulnerable families.
- Ability to make timely, sound decisions and assessments regarding children youth and families.
- Excellent written, analytical and verbal communication skills.
- Ability to effectively network and collaborate with a wide range of Government and non-Government agencies.
- Demonstrated knowledge and understanding of appropriate legislation relevant to the role, 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.
- Sound administration, file management and IT skills.

### AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Family & Individual Support Services

DATE: September 2024