



POSITION TITLE:	Integrated Family Services Practitioner
POSITION NUMBER:	CS013
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 3 - 4 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Integrated Family Services – Family & Individual Support Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

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 LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ 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 Support and 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.

PRIMARY PURPOSE OF ROLE

The Integrated Family Services Practitioner works to promote the safety, stability and development of vulnerable children, young people and their families and building capacity and resilience for children, families and communities. Integrated Family Services engage families by using a range of skills and approaches that build on family strengths, and seek to build a partnership approach between families and professionals.

The primary target group for Integrated Family Services is families with vulnerable children and young people from birth to 18 years of age, and parents expecting a child who are:

- Likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and/or cumulative harm and/or;
- At risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.

The service approach employed by Integrated Family Services includes:

Adolescent Support Program (ASP) which provides outreach youth support to 12-17 year olds and their families via early intervention, mediation and specific counselling aimed at family preservation or reunification.

Finding Solutions program which is an early intervention and diversionary program for young people 12 to 17 years of age at risk of being placed in out of home care, and their families.

Family Services aims to provide an enhanced family support service to vulnerable families. Family Services diverts families from the child protection system as well as reduces re-notifications.

Family Preservation & Reunification Response Program aims to promote strong families with children who are safe, healthy, resilient and thriving, and parents and caregivers who are supported to create a safe and nurturing home environment.

Targeted Care Packages (TCP) enables the transition of eligible children and young people from residential care to more appropriate care arrangements where their care needs will be better met.

Who's In Charge Program offering support to parents and carers who need assistance to navigate those teenage years.

This position 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 Integrated Family Services Practitioner will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of case management services working towards achieving best outcomes for children and their families.

A commitment to provide excellent customer service to a diverse range of clients across a number of issues is required, and an ability to negotiate, consult and liaise with industry professionals is key to this role.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to work autonomously and as part of a team, maintaining accurate records, and actively participating in and contributing to program service planning, along participating with all annual improvement activities to achieve organisational outcomes.

As this position regularly engages with external stakeholders, the Integrated Family Services Practitioner must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

REPORTS TO

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

KEY RESPONSIBILITES

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.
- 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 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

- Engage with children, young people and their families using a variety of engagement strategies such as assertive engagement, outreach, persistence and pacing.
- Support children, young people, their families and care givers utilising a variety of interventions and frameworks such as: the Best Interest framework, developmental theory, attachment and trauma theories, solution focussed and task centred models and mediation.
- Provide 1:1 counselling and family work to vulnerable children, young people and their families.
- Undertake case management 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 secondary consultation on youth specific practice to other partners in the South West Child and Family services Alliance.
- Establish, facilitate and maintain care teams for children young people and their families
- Flexibility to respond to crises beyond business hours at times, in consultation with Line Manager.

- 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.

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 of, and practice 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 Brophy's Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy's 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 Management.

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.
- 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: ie. AASW, APS etc.)
- A current Full Victorian Drivers Licence.

Experience, Skills and Abilities

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

- A sound understanding of issues confronting disadvantaged children, young people and their families, particularly clients involved with the child protection system and out of home care program.
- The ability to make timely, sound decisions and assessments regarding children, youth and families, particularly under pressure.
- Be a high performer who displays initiative, and is motivated in and enthusiastic in responding to change to achieve program outcomes.
- 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.
- The ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- The 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: November 2025