

**Job Title:** Practitioner Family Services

**Department:** Family Services

**Award:** Social Community Home Care & Disability Services Award

**Classification Level:** 4

**Reports to (title):** Regional Program Manager Family Services

**Direct Reports:** Nil

## About ac.care

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships.

ac.care is a non-government organisation (NGO) and everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

ac.care is a *Child Safe Organisation* and provides an environment where the safety of children and young people is our highest priority as well as providing culturally appropriate services.

## About the Job

The Practitioner for Family Services works within the Family Services team to deliver evidence based, therapeutic interventions for families who are engaged with our Reunification, Stronger Families and Intensive Family Support Services. The practitioner will provide an intensive, trauma and culturally responsive service to families, addressing the areas of need, concern, or complex issues. The Practitioner will work as part of a team to deliver ac.care's Family Services programs, with the aim of reducing incidents of child abuse and neglect and the prevention of children entering the child protection system.

The role will promote a safe environment for parents to promote the development of positive and secure relationships with their children.

## Key Outcomes

### Job responsibilities

- Undertake client assessments, to develop, implement, monitor and review client goals for long-term positive outcomes that are based on the needs of children.
- Promote family skill development through modelling, practice, discussion and other practical support which increase child health, safety and development.
- Provide tailored culturally responsive, child-focused case management, applying therapeutic interventions.
- Provide respectful, honest and direct communication with clients, including care and safety concerns.
- Assist clients to transition out of the service by supporting parents to develop practical skills and knowledge that builds self-determination for them to safely care for their children and improve the safety of the family home environment.
- Develop, control and administer accurate and appropriate records management (case plans, notes) including statistical and reporting data in accordance with program and funding body requirements.
- Ensure the quality of service through active participation in both 1:1 as well as peer supervision and professional development, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body.



## Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

## Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

## Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

## Special Conditions

- Hold a current Provisional or 'Class C' or interstate equivalent driver's licence.
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
  - Working with Children Check
  - National Police Check
  - Psychological Suitability Assessment
  - Medical or Functional Assessment
- Hold or working towards the following Membership/Accreditation/Qualification: Nil.
- Out of hours work may be required from time to time.
- Client transportation required and/or client visitation outside of the office required.
- Intra and interstate travel may be required.



## Key Selection Criteria

### Essential

- Tertiary degree in Social Work, Social Welfare, Human Services or Psychology with 1-2 years' relevant experience; and/or other related qualifications with substantial years (5 years or more) of relevant experience attained through previous appointments.
- Demonstrated case management experience with families, including the ability to plan, deliver and monitor evidence-based interventions and skill-building activities for children and parents.
- Demonstrated knowledge of and a commitment to early intervention as a strategy to optimise child safety.
- Demonstrated ability to engage, establish rapport and work respectfully with families from different backgrounds, with different needs.
- Exceptional communication, negotiation and influencing ability – able to relate to children, parents and other service providers.
- A demonstrated understanding of the barriers, stresses and complex issues on vulnerable families in contact with the child protection system experience, and the management of these within a case management and legislative framework.
- A demonstrated knowledge of relevant theories and framework models including: child development, attachment theory, change theories and family systems theory.
- Highly developed computer literacy (email, word processing, and database).

### Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Australian Association of Social Workers Membership Accreditation.
- Knowledge of the international rights of the child, child protection legislation and the Family Law Act.
- Sound understanding of complex social issues affecting families and the impact on individuals and communities e.g. poverty, mental illness, family violence, substance abuse, child abuse, disability and working knowledge of community services, resources and referral pathways available to assist clients.



## Competencies

The following is derived from the ac.care Workforce Competency Framework which outlines the desired competencies and behaviours ac.care wants demonstrated by its leaders, teams, staff, and volunteers.



### Team Member

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"> <li>Align own work activities to ac.care strategic goals</li> <li>Demonstrate responsibility for achieving results and agreed targets</li> </ul>
<b>Achieves results</b>	<ul style="list-style-type: none"> <li>Be productive, prioritise work through effective planning, monitoring and time management</li> <li>Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success</li> <li>Participate in team decision making and achievement of outcomes</li> </ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"> <li>Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working</li> <li>Support new system improvement initiatives and technologies</li> </ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"> <li>Exercise situational leadership through sharing ideas and actions that drive improvements</li> <li>Share skills, knowledge and encourage others to learn</li> <li>Consider how your actions and interpersonal style and words may impact others</li> </ul>
<b>Builds relationships and engages others</b>	<ul style="list-style-type: none"> <li>Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights</li> <li>Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs</li> </ul>

