

# Senior Practitioner

## Position

This position is within Child & Family. It is part of various child and family services teams.

This position reports to the Team Leader

Reporting line may vary depending on location and service size

This position does not have any direct reports  This position may have direct reports, positions vary

This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

This position is a budget holder  This position has designated revenue targets

This position is an Aboriginal & Torres Strait Islander identified position

This position does require a working with children related clearance

## Purpose

The purpose of this position is to build team capability and to work with more complex client support needs to better use strength based frameworks to work intensively with at risk clients including children, young people, adults and/or families by undertaking comprehensive assessments to develop, implement, monitor and review client plans with the aim of improving parenting capacity and family resilience and functioning, increasing the safety of children, young people and family members.

## Focus

### To achieve this purpose, the position holder would typically:

- Work with a number of clients with complex needs. The number of clients will depend on factors such as phase of intervention, complexity, geography, and the nature of the service.
- Support Practitioners with the management of more complex cases, including support at visits, meetings, and to resolve more challenging situations
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their client plan and outcomes that identify strengths as well as areas of risk, ensuring clients are actively engaged in the process.
- Ensure case and therapeutic plans are shared openly with clients and where applicable, other agencies.
- Develop contact schedules and conduct regular contact visits as the 'key worker' for the client.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- Assist clients to engage with wrap around services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Coach, advise and provide on the job support to Child & Family Practitioners, Counsellors, and others to better understand and apply strengths based frameworks to improve client outcomes.
- Work closely with the Manager, Practice Support, and the area management team, to evaluate learning needs and develop a range of solutions to build capability across the team.
- Support the Manager, Practice Support and Team Leaders with on-boarding of new team members as it relates to practice.
- Maintain currency of knowledge and practice and share learnings with the team to improve practice.
- Support the senior team with program and process development, review and implementation
- Coordinate student placements and experiences
- Complete court work, in consultation with the senior team, as required
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible

- Make child protection reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager
- Advise the Team Leader of any performance concerns regarding for assistance in resolving. Formal performance processes will be managed by the Team Leader.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes

**This position may be offered as a specialisation:**

- For example, Early Childhood Education, Women Health

**Where the role is offered as a specialisation the position holder would typically:**

- The position holder would deliver services with a particular focus on their specialisation.

**Outcomes**

**When things are going well we would expect to see these outcomes:**

- The way we work with clients with complex needs is effective and appropriate support interventions are identified
- Team members feel supported when working with clients with complex needs
- Team members have improved confidence in their capability to utilise strengths based frameworks
- Processes and frameworks are well understood within the team

**Relationships**

**We work collaboratively with others, however this position works close closely with:**

Within The Benevolent Society:

- Team Leaders
- Manager, Practice Support
- Child & Family Practitioners, Counsellors, Child Development Specialists
- Support Workers, Educators

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies
- Wrap around services such as schools, allied health

**Individual**

**To achieve the position purpose and outcomes the position holder will need to have:**

- Degree qualified in social work, early childhood, early childhood education, psychology or similar, as applicable to service and area of specialisation
- At least 5 years experience in an area relating to the service and/or area of specialisation, where this experience would substantially contribute to success in the role
- Demonstrated experience working with high risk women, children, young people and/or families from a strengths based perspective
- Demonstrated experience, or commitment to, working in an ecological model where different services are bought together and work collaboratively to achieve the best outcomes for clients
- Excellent understanding of child protection issues and client vulnerabilities such as drug and alcohol use, domestic violence, mental health issues, and the impact of trauma and the effect on child behaviour and development
- Ability to coach, mentor, and collaborate with a range of colleagues to build understanding and knowledge and improve outcomes for clients, with the ability to adapt approach for the audience and encourage reflective practice
- A commitment to own learning and development with a view to sharing learnings with the team
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Good written and verbal communication skills
- Good relationship building skills with the ability to create strong working relationships with different stakeholders
- Ability to work flexible hours as evening and weekend work will be required

|   |  |  |
|---|--|--|
| <b>Travel</b>   | <b>This position may require some flexibility in terms of travel or hours of work:</b> |  |
|   | <input checked="" type="checkbox"/>  | Overnight travel/stays may be required   |
|   | <input checked="" type="checkbox"/>  | Some weekend work may be required  |
|   | <input checked="" type="checkbox"/>  | Some evening work may be required  |
|   | <input checked="" type="checkbox"/>  | Travel between office locations/regions may be required                            |
|   | <input checked="" type="checkbox"/>  | Travel to clients (varied locations) may be required                               |
|   | <input checked="" type="checkbox"/>  | Use of own registered, insured motor vehicle for business purposes may be required |
|   | <input checked="" type="checkbox"/>  | Use of TBS pool cars may be required   |
| All of us might need to travel occasionally to attend learning opportunities, meetings or other key events. |  |  |

|                |   |  |
|----------------|---|--|
| <b>Context</b> | <b>Those with knowledge of this position say the things that might make your day are:</b>   |  |
|                | <ul style="list-style-type: none"><li>• Being able to advocate for the needs of clients</li><li>• Being able to make a difference for the client and support them to live their best life</li><li>• Seeing team members build their skills and confidence and achieve better outcomes for clients</li></ul> |  |
|                | <b>Those with knowledge of this position say some key challenges you might experience are:</b>  |  |
|                | <ul style="list-style-type: none"><li>• Potentially serious consequences of decision making and its impact on clients</li><li>• Ensuring self care to prevent burn out</li><li>• Managing competing priorities and needs of stakeholders</li></ul>  |  |
|                |   |  |

|                  |  |  |                        |                       |
|------------------|--|--|------------------------|-----------------------|
| <b>Approvals</b> | <b>Approver</b>  | Director, Human Resources                                    | Date: 13 February 2017 | Position Code: CFS003 |
|                  | <b>Review history</b>  | V1.0 Release   |                        |                       |
|                  | <b>Advertising</b>   | Senior case manager, senior social worker, senior counsellor |                        |                       |
|                  | This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time. |  |                        |                       |