

Senior Practitioner Investigation and Assessment

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

Position

- 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 undertake comprehensive risk assessments, Reportable Conduct Investigations and complex Carer Reviews across the Fostering Young Lives Program. The objective of this position is to facilitate and coordinate the programs obligation to ensure the proper safeguarding of children and young people and other vulnerable people within Out of Home Care. This position will also be responsible for liaising with the Office of the Children's Guardian to ensure the program is meeting legislative requirements in relation to Reportable Conduct.

Focus

To achieve this purpose, the position holder would typically:

- Conduct investigations into reportable allegations of child abuse and neglect and misconduct against Fostering Young Lives (FYL) Kinship and Foster Carers, within the framework stipulated by the NSW Office of the Children's Guardian. This includes completing investigation plans, conducting investigative interviews, analysing evidence, making recommendations in relation to findings and completing investigation reports
- Develop and implement appropriate safety plans and risk management plans in consultation with Department of Communities and Justice, JIRT and the FYL Operations Team.
- Demonstrated ability to analyse, classify and appropriately respond to information in a timely manner
- Work in collaboration with Risk, Quality and Compliance in ensuring all FYL and TBS procedures are compliant with the legislation and the Office of the Children's Guardians requirements.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure the Reportable Conduct Investigation is inclusive of all parties.
- Coach, advise and provide on the job support to Child & Family Practitioners, Counsellors, and others to better understand the process of Reportable Conduct and apply strengths based frameworks to improve client outcomes.
- Conduct comprehensive reviews of authorised Kinship and Foster Carers across the FYL program using approved frameworks.
- Work closely with the Manager, Deputy Managers, and the Area Management Team, to evaluate learning needs and develop a range of solutions to build capability across the team.
- Maintain currency of knowledge and practice and share learnings with the team to improve practice.
- Support the Area Management Team with program and process development, review and implementation of Reportable Conduct procedures and requirements.

- Support the Manager, Practice Support and Team Leaders with on-boarding of new team members as it related to practice;
- 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
- Ability to handle sensitive material, demonstrate a high level of confidentiality, and operate with integrity and honesty.
- Ability to use initiative and think laterally and strategically, to meet deadlines and produce quality work under pressure.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes
- Make child protection reports to the community services Helpline when assessed as necessary, in

This position may be offered as a specialisation:

- Senior Practitioner, Investigation and Assessment

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

- The position holder would deliver services with a particular focus on Reportable Conduct and Investigations.

Outcomes

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

- Reportable Conduct matters, complex carer reviews and the associated risk assessments and processes will be completed in a consistent, comprehensive and timely manner across the program.
- Team members feel supported when working with clients/carers proceeding through the Reportable Conduct process.
- 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.
- 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.
- Demonstrated experience in conducting investigation of reportable conduct within the framework determined by the NSW Office of the Children’s Guardian and experience in interviewing children and adults.
- Demonstrated experience working with a high level of responsibility, commitment to professional, ethical and evidence based practice superior communication, liaison and conflict resolution skills and advanced level of report writing and record keeping.

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| Individual cont. | <p>To achieve the position purpose and outcomes the position holder will need to have:</p> <ul style="list-style-type: none"> • Demonstrated capacity to understand and apply state and federal legislation and industry standards, guidelines and protocols. • 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 |
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| Travel | <p>This position may require some flexibility in terms of travel or hours of work:</p> <ul style="list-style-type: none"> <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 <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</p> |
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| Context | <p>Those with knowledge of this position say the things that might make your day are:</p> <ul style="list-style-type: none"> • Being able to advocate for the needs of clients • Being able to make a difference for the client and support them to live their best life • Seeing team members build their skills and confidence and achieve better outcomes for clients <p>Those with knowledge of this position say some key challenges you might experience are:</p> <ul style="list-style-type: none"> • Potentially serious consequences of decision making and its impact on clients • Ensuring self care to prevent burn out • Managing competing priorities and needs of stakeholders |
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| Approvals | <p>Approver Director, Human Resources Date: 13 February 2017 Position Code: CFS003</p> <p>Review history V1.0 Release</p> <p>Advertising Senior case manager, senior social worker, senior counsellor</p> <p>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.</p> |
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