

# Child & Family Practitioner Intake & Referral

## Position

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

- This position reports to
- 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 act as a first point of contact to provide timely and effective intake and referral services, including crisis intervention when required, and to comprehensive assessments to develop, implement, monitor and review client plans with the aim of increasing the safety of children and reducing the risk of our of home care.

## Focus

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

- Act as a first point of contact for those contacting the service, providing timely and effective contact, advice and referral services to the community and clients.
- Provide crisis intervention and support clients over the phone, in person, or via other technological means.
- Undertake psychosocial assessments to identify effective intervention and support.
- Provide information, referral and advocacy to support clients to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers.
- Engage clients using age and situation appropriate assessment and risk minimisation processes.
- Assess and plan for safety, particularly where there is a risk of self-harm, family violence, or child protection concerns.
- Explore options with clients to support them to make informed choices to address their immediate needs.
- Establish and maintain network relationships with key agencies, other providers, and referral services.
- Work with a range of designated clients on a short-term or intermediate basis. The number of clients will depend on complexity, nature of service and the amount of time the individual is required to focus on intake services.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their client plans outcomes that identify strengths as well as areas of risk, ensuring children and young people are actively engaged in the process.
- Ensure case plans are shared openly with clients people where applicable, other agencies.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- May be required to support a small team of Support Workers to provide a better service to our clients and understand their complex needs through coaching, information sharing and informal learning.
- Depending on the requirements of the service, may be required to plan, develop and facilitate or co-facilitate groups and workshops relating to the service.

- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- 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 Support Workers 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 required.

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

**Outcomes**

- Families and individuals are able to access services in a timely way
- The needs of those contacting the service are appropriately assessed, with referral to appropriate services
- The way we work with clients in crisis is effective, supportive, and appropriately documented
- Clients indicate they are satisfied with their service
- Improved outcomes for clients are identified as an outcome of service delivery

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

**Relationships**

**Within The Benevolent Society:**

- Support workers
- Other Child & Family Practitioners
- Counsellors
- Manager, Practice Support
- Managers

**Outside The Benevolent Society:**

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

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

**Individual**

- Degree qualified in social work, early childhood, psychology or similar
- At least 12 months experience working with children and/or families in a child protection focused role, including experience undertaking comprehensive assessments
- Experience providing crisis counselling and/or working with children, young people and families in crisis situations
- 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 quickly and effectively evaluate the needs of a client who may be in crisis and identify potential referrals that may meet their needs
- Ability to work under pressure
- Good relationship building skills with the ability to quickly build relationships with different stakeholders
- Good negotiation, liaison and advocacy skills
- 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
- Ability to work flexible hours as evening and weekend work may be required

**Travel****This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- 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.

**Context****Those with knowledge of this position say the things that might make your day are:**

- Being able to positively influence a client's future
- Being able to advocate for the needs of a client
- Being able to connect clients to support services when in crisis
- Reflecting on positive feedback when suggestions have been helpful

**Those with knowledge of this position say some key challenges you might experience are:**

- 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
- Home visiting when there are risk associated with the visit and ensuring strategies are in place to ensure safety

**Approvals**

**Approver** Director, Human Resources      Date: 29 November 2016      Position Code: CFS014

**Review history** V1.0 Release

**Advertising** Community services, social work/er, youth work/er, child protection

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.