

# Senior Child and Family Practitioner

This position is within Child & Family. It is part of Resilient Families services only.

## 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 use strength based frameworks to work intensively with at risk children, young people and/or families by undertaking comprehensive assessments to develop, implement, monitor and review case plans with the aim of improving parenting capacity and family resilience and functioning and increasing the safety of children. The Resilient Families program is the service provider for the NSW trial of Social Benefit Bonds with the aim of reducing helpline reports, safety and risk assessments and entries into out of home care.

## Focus

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

- Work intensively with a range of designated clients with high risk and complex needs. The number of clients will depend on factors such as phase of intervention, geography and the nature of the service. Practitioners may work with individuals, or multiple stakeholders relating to the individual and/or family.
- Engage clients including children, young people, and/or families, using appropriate assessment and risk minimisation processes.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their case plan and 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, where appropriate 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.
- Make appointments and provide transport for clients when required.
- 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.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

- Work with a reduced number of clients not related to the area of speciality. This would depend on the needs of the broader client group at any time and would be negotiated with the Team Leader
- Work autonomously and with varying degrees of guidance depending on skill and ability. Feel comfortable with managing varying levels of client related risk.

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

Outcomes

- The way we work with families is effective and appropriate interventions aligned to a strengths based framework are utilised
- The way we work with families is planned, coordinated, and well documented
- The most effective outcome for the family is identified
- Families indicate they are satisfied with their service
- Improved outcomes for children and families 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:

- Other Senior Child & Family Practitioners
- Manager, Practice Support
- Manager

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 3 years case management experience working with at risk children, young people and/or families in a child protection focused role, including experience undertaking comprehensive assessments
- 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
- Thorough understanding of current evidence based practice and models of intervention for working with children and families; with a particular focus on developmental and attachment theories and child protection frameworks
- 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 computer literacy, written and verbal communication skills.
- Good relationship building skills with the ability to create strong working relationships with different stakeholders
- A commitment to continuous improvement informed by data obtained during the life of the program.
- Ability to work flexible hours as evening and weekend work will be required

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

Travel

- 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
- Working with the team to get a comprehensive view and reach better outcomes
- 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 children, young people and families
- 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: CFS008

**Review history** V1.0 Release

**Advertising** Social work/er, child protection, case manager

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.