

Position Description

Practice Framework Coach

Wesley Brighter Futures
May 2018

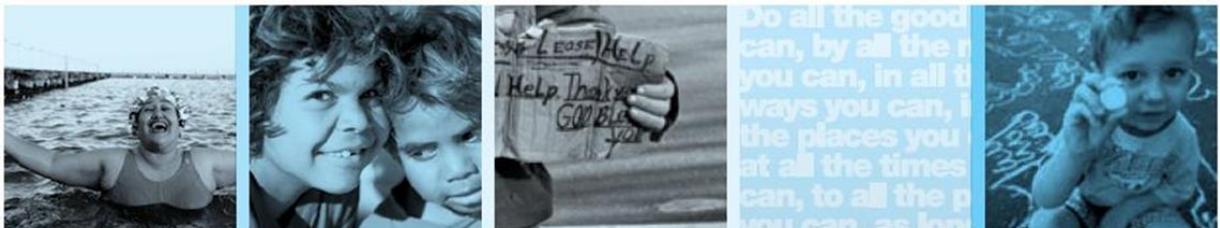
Agreement

Signed – Manager

Signed – Employee

Date

Date





Practice Framework Coach

Wesley Brighter Futures

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Brighter Futures

Brighter Futures is funded by the NSW Department of Family and Community Services and is delivered across the state by non-government agencies including Wesley Mission. Brighter Futures delivers targeted, early intervention services to vulnerable families with children experiencing difficulties and at risk of entering or escalating within the statutory child protection system. The program provides services to families with at least one child aged under 9 years, or families expecting a child, by providing intervention and support that will achieve long-term benefits for children.

The Wesley Brighter Futures team is responsible for providing a professional culturally appropriate, child centred, family focused, trauma informed and strengths-based program. Brighter Futures' tailored support services aim to build strong well-functioning families where children can live safe from abuse and neglect and have improved wellbeing outcomes. Tailored services include: case management, casework focused on parent vulnerabilities, structured home visiting, quality children's services, parenting programs and brokerage funding. The service aims for:

- children to:
 - grow up in a safe, nurturing family environment
 - have enhanced health and education measures of wellbeing
- parents to:



- have the skills to reduce the risk of neglect or abuse of their children
- understand how to foster healthy development and resilience
- know how to access the support networks and the universal services available in the community
- develop the skills to manage vulnerabilities that contribute to risk.
- By applying targeted support, the Brighter Futures program aims to reduce:
 - the overall incidence of child abuse and neglect in the community.

3. Overview of role

The role of the Practice Framework Coach is to:

- be a part of a team providing a professional and collaborative child centred and family focused early intervention service to children and families to prevent issues escalating further which might put them at risk of entering the child protection system,
- Implement the evidence based Brighter Futures Framework across the region
- facilitate caseworker's and supervisor's skill acquisition and proficiency in the evidenced based/informed practice framework, with fidelity to achieve the designed positive outcomes for children and families,
- uphold the practice principles of the Brighter Futures Program,
- be an active, cooperative member of a multidisciplinary team to ensure best practice in targeted service provision, smooth transitions to integrated services, and to contribute to the ongoing development and evaluation of the Brighter Futures Program,
- contribute to a creative and positive workplace culture with a focus on providing service to children and families,
- support Wesley Mission in providing a total service to the community.

4. Relationships

Reports to: Practice Specialist, Brighter Futures

Other key stakeholders: Other Wesley Brighter Futures team members, and with Department of Community Services, Government and Non-Government agencies involved in the provision of services to Brighter Futures families.

5. Major role responsibilities

5.1 Our clients

- Work within Brighter Futures guidelines and practice principles:
 - be child centred, family focused, trauma informed, culturally appropriate, and strengths based,
 - be flexible and reflect that family's needs are not static,
 - work as a collaborative practitioner, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting,
 - engage families in relevant service delivery components,
- Use a collaborative coaching approach in your role in building parental and family capacity,
- Create, monitor and build a collaborative working relationship with families, consisting of safety and trust,
- Through collaborative projects;



- identify the purpose or reason for change, develop goals, and build motivation to work towards those goals,
- explore and learn about what is needed to reach parental goals,
- identify, evaluate and plan strategies that will help parents achieve their goals, and also support them in achieving desired changes,
- support parents to implement their plan, monitoring progress and troubleshooting,
- work to ensure that gains are maintained over time and contribute to growing parental self-efficacy and greater autonomy and independence,
- Conduct 'Cold Call' visits with other workers with the view to engaging families in a discussion around their children's wellbeing and possible support services that may be available to them,
- Seek informed consent and agreement to participate with families, and maintain client confidentiality,
- Work with parents to take action to mitigate the effects of chronic stress on self-regulation and help families to achieve stronger functioning by building their capacity to address and resolve their own life challenges,
- Drawn on contemporary models of adult self-regulation to identify practice strategies that promote the development of parental problem solving and self-management,
- Provide relevant supported referrals and information in an effective and timely manner,
- Support families to access program components including, SafeCare and other structured home visiting (SHV), brokerage for specialist services, parenting education, and Early Childhood Education and Care services,
- Conduct regular reviews with families, and other relevant parties, to celebrate success and review plans,
- Discuss and plan for exits with families, and exit families efficiently as risk is reduced within the time frame,
- Use reflective practice and regularly engage in Group Supervision with your team,
- Document all client services and maintain accurate and up to date client files, following Wesley procedures and best practice, including statistical and/ or evaluative information in a timely manner as required,
- Maintain a caseload as allocated, including conducting regular home visits with all families on the caseload,
- Work within the NSW Care and Protection Framework and follow Brighter Futures procedures, actively screening for children at risk of harm and reporting appropriately,
- Work in collaboration with family's and other stakeholders to develop plans to address identified Risk of Harm and Risk of Significant Harm concerns,
- Work within the NSW Principles guiding the protection of children impacted by domestic and family violence,
- Liaises with agencies identified as 'Prescribed bodies' by the NSW Children and Young Persons Care and Protection Act, 1998 as per Wesley Mission Information Exchange Policy for the purpose of information exchange relating to the care and wellbeing of children and young persons involved in the Brighter Futures program where appropriate,
- Promote Wesley Mission's principle of joined up thinking and practice,
- Be a strong ambassador for Wesley Brighter Futures team.

5.1.1 Performance Measures

- key relationships are functioning well
- achieve 90% client satisfaction



- achieve implementation targets
- achieve targets for SHV delivery
- achieve 'case plan goals achieve' targets
- evidence that MRG screening is used in practice
- File reviews show compliance to procedures and best practice

5.2 Our people (our team)

- Work with and support Team Leaders and Caseworkers around practice and development to ensure program fidelity, including reviewing session recordings, facilitating case reviews, provide training and on the job coaching, provide feedback, and create development plans, in consultation with the Practice Specialist,
- Work with the Practice Specialist in identifying and coordinating staff training and skill development needs in line with the Practice Framework,
- Provide a range of on-the-job coaching activities to create and support behaviour change in workers and embed practice - what it is; when to use it, where to use it, why use it, and how to do it; and anything else related to the content and how Brighter Futures workers and supervisors work with families,
- Provide quality coaching support to workers for trying out new approaches just after initial exposure through training, and support workers to persist in developing skill, judgment and individualised use of the new practices,
- Use data and reflection to improve work practices, determine effectiveness and continue to improve the core components of implementation,
- Provide reports as required and give regular and timely feedback to workers and supervisors on each coaching session detailing skill development and progress,
- Complete Wesley Mission induction and orientation program and mandatory training,
- Attend and participate in regular support meetings and team meetings,
- Commit to a continuing process of personal self-development, training and skills acquisition,
- Work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model,
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required,
- Come prepared and engage in Supervision on regular basis with your Supervisor,
- Be a part of creating a team culture of openness, continuous improvement, support and respect,
- Promote and ensure adherence to Wesley Mission brand,
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc,
- Identify and recommend opportunities to increase team satisfaction,
- Attend all scheduled meetings.

5.2.1 Performance Measures

- key relationships are functioning well
- Reviewing up to 20 caseworker recordings per month
- File reviews show compliance to procedures and best practice
- successfully achieved induction, orientation and mandatory training
- engaged with new practices, policies and procedures
- regular participation in Group Supervision sessions



5.3 Our operations

- Contribute to problem solving and addressing barriers to successful implementation of the practice framework at different levels within the organisation,
- When issues / flags are identified follow the procedures, including using the NSW MRG to determine the action,
- Complete Risk of Significant Harm (ROSH) Child Protection Reports to the NSW Helpline where appropriate, in line with procedures,
- Respond to ROSH reports as per procedures,
- Deliver services in keeping with the latest Brighter Futures Service Specifications and Service Provision Guidelines and Wesley Mission Brighter Futures procedures,
- Be aware of the need for and maintain confidentiality in all aspects of Wesley Mission's work and ensure that confidentiality is adhered to at all times,
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to,
- Commit to a continuing process of personal/ professional development and skills acquisition, including participating in annual performance appraisal and development process;
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss,
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself,
- Ensure the reputation and integrity of Wesley Mission is maintained at all time,
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services,
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates,
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement,
- Contribute to evaluation and quality improvement of programs,
- Perform duties according to the Wesley Mission Vision and Values Statement, Human Resource, Work Health Safety and other relevant policy and procedure documents
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor,
- Embrace new developments and technological innovations relevant to Wesley Mission's work,
- Maintain industry specific standards and standards as per Wesley Mission's quality assurance policies,
- Maintain a working knowledge of and adhere to, The Children and Young Persons (Care and Protection) Act 1998), the Privacy Act and other relevant legislation,
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- child protection reports and responses are actioned as per the policies and procedures, and demonstrate:
 - clear identification of the key issues impacting each child's/young person's safety, welfare and wellbeing



- provides succinct yet thorough analysis of the key issues and rationale for decisions made, and
- contains thorough plans created with the family to address and/or resolve immediate safety and risk issues for each child, where applicable,
- client files are accurate and up to date
- Implementation goals set by Leadership are met
- identified Work Health safety matters are dealt with and resolved with-in required timeframes
- regular reporting requirements are met
- achieved working knowledge of:
 - funding guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible,
- Wesley resources are maintained and serviced as required,
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service.

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- current funding maintained

5 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Brighter Futures Business Plan and Wesley Mission Strategic Plan, as requested by your manager,
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures,
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor,
- In relation to Wesley Mission attend worship services as encouraged by your supervisor,
- Take responsibility for personal career development and training,
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times



- Maintain confidentiality.

6 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- High level ability to support staff development, through a range of processes,
- Working in collaboration, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting
- Ability to problem solve, be creative, resourceful, strengths based and outcome focused,
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Displays emotional maturity and resilience

Essential skills/knowledge

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science or related fields
- At least 4 years' experience in working with family, that involves the identification and analysis of safety and wellbeing concerns for children
- Sound understanding of the range of issues faced by vulnerable children and families in child protection and early intervention models of service provision,
- Demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and support planning
- Demonstrated willingness and capacity to support stronger outcomes for children and families and program development via 'on the job' coaching/mentoring of Caseworkers, the facilitation of training and development for staff
- Thorough understanding of and able to demonstrate the skills required to effectively deliver trauma informed, child centred and family focused practice, collaborative coaching, strengths based and solution focused practice,
- Commitment to continuous improvement and WH&S Principles,
- High level ability to liaise, network and maintain solid working relationships with a variety of individuals
- Outstanding written and interpersonal skills, flexible, patient and ability to relate well to a range of individuals
- Cultural competence and experience working alongside CALD and Aboriginal families
- High level self-management, critical analysis and organisational skills
- Current NSW or National driver's licence.

Desirable skills/knowledge

- Working knowledge of the local child and family support sector for the area which you are applying
- Experience in SafeCare delivery, or other evidence based parenting programs and parenting groups
- Experience in managing electronic files and data bases



- An appreciation of the challenges involved in managing a diverse workforce within a not for profit
- Experience in implementation of evidence based programs
- Experience with ensuring program fidelity including recording family sessions and providing feedback to colleagues.