



POSITION DESCRIPTION

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| Title: | Senior Practitioner – Integrated Family Services (IFS) |
| Business Unit: | Child Youth and Family Services |
| Location: | Epping |
| Employment Type: | Part-Time |
| Reports to: | Team Leader, Uniting and Lentara Cluster |

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

The Senior Practitioner is responsible for the provision of practice support, guidance and mentoring of direct care staff to ensure work with clients is high quality, clinically sound and outcome focused.

This role may contribute to the best interests of the child, family focused, culturally sensitive practice and therapeutic groups to improve client outcomes.

Oversight in service provision includes ensuring risk is appropriately and quickly identified and responded to, staff are well supported and high standards of clinical care are followed.

SCOPE

Budget: *nil*

People: *nil*

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Relationships:

Internal:

- Program Managers, Team Leaders and Uniting and Lentara cluster staff
- Programs across Uniting

External:

- Orange Door North East Melbourne Area (NEMA)
- North East Metro Child and Family Services Alliance (NEMC&FSA) Partner Organisations
- Relevant Community Service Organisations

KEY RESPONSIBILITY AREAS

Service delivery

- To ensure direct reports participate in supervision and are supported and mentored to deliver case practice and undertake their roles and responsibilities.
- To undertake induction of new staff to the IFS program.
- To undertake casework duties as required.
- To contribute to and comply with the Orange Door (NEMA) requirements in relation to weekly allocations and reporting obligations.
- To lead planning and delivery of internal and cross organisational professional development.
- To identify and communicate key clinical risks and communicate to the Team Leader in a timely manner.
- To actively implement evaluation measures and support staff to comply with evaluation and outcome requirements.
- To proactively contribute to Uniting's leadership group including development and implementation of reflective practice groups.
- To proactively and positively contribute to key stakeholder relationships including participating in partnership initiatives and care team planning models (as required).
- To identify and communicate key risks, relating to IFS in a timely manner.
- Coordinate and oversee local referral and assessment processes as necessary.
- To ensure staff achieve all program requirements regarding case records, Outcome Star and other data requirements, including the use and maintenance of records on IRIS.
- Lead a positive and professional workplace culture.
- Report all Occupational Health & Safety and WorkCover/risk issues to the Team Leader.
- Prepare written reports and information for Team Leader and Programs Manager (as required).
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting as directed.

Leadership, Innovation and Organisational Development

- Support excellence in practice and development.
- Provide consultation in relation to complex family assessments, review and critical incident management.
- Contribute to a positive, proactive, strengths-based and solution-focused culture across Youth and Family Programs.
- Drive outcome focused work and evaluation including Outcome Star, Alliance based initiatives (e.g. Strengths and Stressors) and longer term follow up.

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- Actively contribute to gaining client feedback and incorporating client voice into program planning and delivery.
- Provide proactive and collaborative input into relevant partnerships, networks and cross organisational activities to represent Uniting in a positive manner in conjunction with the Programs Manager/Team Leader when requested.
- Encourage and support staff participation in internal and external activities and their proactive and positive representation of Uniting.
- Undertake higher duties (if required).

Practice Leadership

- Provide supervision, consultation and responsive day to day practice support to IFS and when required Youth Services staff.
- Liaison with the Department of Health and Human Services Child Protection, Orange Door NEMA (NEMC&FSA) and stakeholders in relation to practice and integration.
- Provide timely advice to the Team Leader where practice risks to Uniting's reputation arise e.g. staff and client safety and client incident reports.
- Be aware of current policy underpinning all aspects of service delivery.
- Formal reporting to the Team Leader on program or service issues arising that require attention.
- Actively contribute to a positive and professional workplace culture.
- Report all Occupational Health and Safety and WorkCover/risk issues to the Team Leader or Programs Manager.
- Fulfil program reporting requirements in conjunction with Team Leader as required.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting as directed.

Practice Development & Review

- Contribute to and review relevant guidelines and practice needs that are incorporated into the Program's Operations Manual.
- Participate in the development and facilitation of program and cross program practice reviews in conjunction with Team Leader.
- Support increased integration and connection across program areas.
- Support the development of practice by undertaking regular reviews of service delivery and practice outcomes.
- Ensure services are delivered within professional frameworks including; Best Interests case practice model, Shell Agreement, Children, Youth & Families Act 2005 etc. to achieve best practice outcomes.
- Contribute to the development of client feedback mechanisms.
- Support the maintenance and review of quality goal-orientated case practice file and records system.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to the Team Leader and Programs Manager.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

PERFORMANCE INDICATORS

- To be advised in discussion with the Team Leader.

PERSON SPECIFICATION

Qualifications

- Relevant tertiary qualification in social work or related field.
- Post graduate training in supervision and/or reflective practice.

Experience

- Minimum 3 years of experience in community service sector.
- Minimum 1 year demonstrated practice supervision experience within the community service sector (highly regarded).
- Knowledge and experience of a range of intervention strategies and frameworks in working with children, young people and families impacted upon by disadvantage including: family violence, homelessness, poverty, trauma, substance abuse, mental health issues and disability.
- Demonstrated understanding of Best Interests case practice model, Shell Agreement, Children, Youth & Families Act 2005 and other specialist resources.
- Exceptional people skills, including coaching, mentoring, supervising and providing direction to staff.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Communication:** Excellent communication skills (both written and verbal) and the ability to communicate with a diverse range of stakeholders.
- **Time Management:** Excellent time management skills and ability to meet timelines, targets and other key deliverables.
- **Practice and Support:** Ability to maintain and support quality practice, excellent client assessment and practice skills and demonstrated experience in group supervision.
- **Key performance indicators:** Ability to support achievement of targets and other key performance indicators with demonstrated skills in monitoring/evaluation of programs and projects.
- **Presentation skills:** Well-developed negotiation, facilitation, communication and presentation skills.
- **Continuous improvement:** Capacity to actively support continuous improvement activities.
- **Organisational skills:** Well-developed administration and organisational skills, including strong computer literacy.

Other Criteria

- Demonstrated understanding of key Victorian policies, including practice frameworks that will impact on service system development across child, youth, family and family violence sector.
- Ability to travel within Victoria.

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This position description is subject to review and may change in accordance with Uniting's operational, service and customer requirements.

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| Employee Name: | | Manager Name: | |
| | | Title: | Kim Schroeder |
| Date: | | Date: | |
| Signature: | | | |

Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid, unpaid work or participation in any service or undertaking.