

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: FAMILY SERVICES SPECIALIST DISABILITY PRACTITIONER

Award:	Community Health Centres (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Level 5 Pay Point to be determined by applicant qualifications and experience.
Site:	This position is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated, including Echuca and Kyabram.
Hours per fortnight:	76 hours per fortnight (1EFT)
Tenure:	Fixed Term until 30 June 2022
Position description developed:	June 2021
Responsible to:	Senior Leader Family Services

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Family Services team provides a range of support services for families including outreach support, referral to appropriate services, group work, and educational programs to parents and carers and the broader community, alongside smaller complimentary programs. Family Services staff help families to identify goals which will assist families and children to reach their potential. Many of the families referred to the Family Services team have had, or are involved with the statutory system, which means managing risk, advocating for children, and navigating the service system are all important functions of the team.

Position Role and Objectives

Families who are vulnerable and where there are disabilities may require considerable support from services to access and participate effectively in the National Disability Insurance Scheme (NDIS). The complexity of accessing and navigating the NDIS can leave vulnerable families at risk of exclusion from the scheme or unable to optimise the funded disability supports they are entitled to receive.

The Family Services Specialist Disability Practitioner will assist vulnerable children and parents with disabilities to access disability supports and participate effectively in the NDIS. The role has the responsibilities of supporting families with NDIS access and participation, and assisting families to navigate systems of disability support, including the NDIS, disability advocates, disability service providers and mainstream services.

The role is also designed to build both disability and NDIS expertise across the Family Services system. The role will provide disability-related case consultations to the broader Family Services system within the Loddon Campaspe North Central Victorian area, with the aim of supporting practitioners working in Family Services to maximise disability supports and improve outcomes available through the NDIS for families where there is a disability.

The objectives of the position are:

- Deliver a service that is sensitive to the needs of children and parents with disabilities and provide a flexible response that recognises and supports the strengths, dignity and desires of the person with a disability in their family context.
- Work with parents who are vulnerable to identify disability support needs, assist with NDIS access, undertake NDIS disability-related goal setting and help families to prepare for their plan reviews.
- Provide consultations to and build the ongoing capacity of Family Services Practitioners within the catchment on disability and NDIS-related issues.
- Integrate both Family Services supports, and disability supports to support whole of family functioning.
- Develop a comprehensive understanding of the NDIS funded supports that can contribute to building family capacity and sustainability of care.
- Work actively and collaboratively with the family and NDIA, Local Area Coordinators and/or Support Coordinators, NDIS providers and education providers to identify and address the disability support needs of families.
- Work collaboratively with DFFH Divisional Disability and Principal Disability Practice Advisors to identify families with complex disability support needs at risk of breakdown due to unmet disability support needs and who may require a DPA/PDA response.
- Work in partnership with Anglicare Victoria to support the delivery of the program across the Loddon catchment areas, through the provision of joint intake meetings and joint education sessions to alliance partner agencies.

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Position Responsibilities

- Proactively identify and engage with families where there is a disability in either the parent, child or both. Conduct comprehensive family assessments that identify both the disability supports and family supports required to enhance positive family functioning.
- Work closely and collaboratively with key stakeholders, particularly NDIS-funded disability providers, to identify the disability support needs of families, ensuring that funding within the NDIS plan includes the supports required. Build relationships with specialist schools to encourage the early identification and early support of families where the complexity of the disability support needs is likely to cause increased family pressure.
- Build the ongoing capacity of Family Services Practitioners within the North Central Victorian Family Services Alliance to support families to navigate the NDIS in order to receive timely access to disability supports.
- Build on family strengths, resilience and parenting capacity by providing flexible and responsive outreach visits to deliver a range of interventions and approaches in a family-centred way. Approaches used will include strong advocacy, creativity and a willingness to source practical solutions that will make a difference to families.
- Make an active commitment to the development and maintenance of a learning environment and a cohesive multi-disciplinary team through team meetings, staff development, supervision and reflective practice. A regular Community of Practice will be convened that will be specific to the role.
- Fulfil requirements regarding case records and data recording.
- Participate in professional development activities appropriate to the position.
- Undertake other duties within capability as directed from time to time.

Key Selection Criteria

Essential

1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level or associate diploma level with substantial experience in the relevant service stream.
2. Demonstrated experience and a strong knowledge of the NDIS and the disability sector, specifically regarding NDIS planning, advocacy and an understanding of the range of services that support children, young people and parents who have disabilities.
3. A strong understanding of issues facing families where there is disability and demonstrated experience working with families who have children with a disability, including skills in engagement and holistic assessment of needs and action planning.
4. Demonstrated awareness and commitment to working within the Best Interest Principles outlined in the Children, Youth and Families Act 2005, including demonstrated resilience to work with and support clients who have been exposed to trauma, violence or neglect.
5. Demonstrated ability to work collaboratively with a diverse range of stakeholders to reach the best outcomes for children, young people and families.
6. Demonstrated computer skills in Microsoft Office packages and other statistical databases. Excellent written and verbal communication, time management and organisational skills.
7. Demonstrated understanding of diversity, inclusiveness and health equity as a human rights issue and how such issues might present in these teams.
8. Demonstrated commitment to continuous improvement, learning and innovation.
9. Ability to provide vaccination status information that meets the requirements for healthcare workers.
10. A current Driver's License and Working with Children Check.

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Desirable

1. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability as well as the social determinants of health.
2. Knowledge of TRAK and IRIS as reporting and Consumer Management System software.
3. Demonstrated ability to be innovative, flexible and responsive to short and long-term issues.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Relevant KPI's will be set upon appointment and reviewed periodically.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

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Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination status information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary Packaging is available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.