

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: FAMILY SERVICES PRACTITIONER INFANT, CHILD AND FAMILY HEALTH AND WELLBEING HUB

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Dependent on applicant qualifications and experience
Site:	This position is primarily based at our kidzspace site in Kangaroo Flat, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76hrs (1.0 EFT) – full time
Tenure:	Ongoing
Position description developed:	November 2022
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 Hub

The Infant, Child and Family Health and Wellbeing Hubs will improve access to integrated and community-based multidisciplinary services for children aged 0–11 years who are experiencing developmental, emotional, relational and behavioural challenges, and their families. The hubs will be designed in partnership with the community and people with lived experience, delivering a range of paediatric health, mental health and family services.

The Hub will provide a 'one-stop-shop' supporting infants, children and families, delivering services like psychology and psychiatry, allied health, family supports and paediatric care. People with lived experience will also form an important part of the Hub's workforce. The service will support children aged 0-11 who are experiencing developmental, behavioural or emotional challenges and their families, and will focus on early intervention and providing age-appropriate care.

The Family Support Worker will play a key part in this Hub delivering family centred, holistic and timely care within a multi-disciplinary team, with services being delivered across the Loddon catchment.

Position Role

In this exciting newly created role, you will apply your excellent case management and care planning skills to empower clients to recognise their strengths and wellbeing goals. You will be competent in performing comprehensive safety and risk assessments to facilitate supportive connections and make referrals as needed. Adopting a strength-based approach, you will build the capacity of families to respond to their child's needs through coaching and information sharing.

Position Responsibilities

The responsibilities of the position are to:

- Undertake initial and ongoing comprehensive assessments, development of person-centred care plans that contribute to positive outcomes for infants, children, parents, and families.
- Empower clients to recognise their strengths, aspirations and wellbeing goals and facilitate supportive connections that will help them achieve these.
- Provide brief interventions, family decision-making and family group conferencing for families with increasing need that build relationships, communications skills, boundaries and routines.
- Building the capacity of families to respond to their child's needs through coaching, mentoring and information sharing.
- Provide warm referral and step-up support into more intensive family services through The Orange Door.
- Facilitate access to flexible brokerage funding, in line with Family Services Program requirements, to support children and families to avoid crisis and connect to supports.
- Provide secondary consultations to Family services and Universal services.
- Make timely referrals to appropriate support and specialist services identified in the care plan.
- Collaborate with colleagues internally and externally, in developing and implementing a shared and coordinated approach to improve the infants, children and family social, emotional and physical determinants of health.
- Participate in clinical, group and management supervision and commit to critical reflection and discussion of values and ethical conduct.
- Accurately record and document client and administrative information and collect and collate data within given time frames based on funding requirements.

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- Other duties as directed.

Key Selection Criteria

Essential

1. Qualifications in Social Work, Community Services, Community Welfare or Community Development related discipline.
2. Minimum 3 years relevant experience working in partnership with families who have children aged 0-11 years.
3. Experience in best practice case management practices including ability to undertake initial and ongoing comprehensive assessments, development of person-centered care plans that contribute to positive outcomes for infants, children, parents, and families.
4. Foundational or sound understanding of mandatory reporting legislation with ability to apply the MARAM Framework and CISS to assess risk and undertake safety planning and fulfil duty of care.
5. Excellent motivational interviewing and holistic wellbeing assessment skills.
6. Strong communicator with ability to liaise with a wide range of stakeholders to create and maintain effective partnerships which generate improved outcomes for families.
7. Demonstrated ability to work independently and innovatively as well as collaborating effectively within a team environment.
8. Current Victorian driver's license and Working with Children's Check.

Desirable

1. Excellent organisational and time management skills.
2. Comprehensive knowledge of the local service system.
3. Intermediate to high level computer skills such as use of Microsoft Office programs, and electronic client management systems including Microsoft Teams.
4. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

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.

- 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.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

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Communication and Teamwork:

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.

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 information that meets the requirements for healthcare workers.

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- 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 would be 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.

APPROVED