

POSITION DESCRIPTION

Position Title:	Family Services Practitioner
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social & Community Services Employee Level 4
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.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	February 2025
Responsible to:	Senior Leader – Family Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive, and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Family Services team supports vulnerable families to make sustainable changes in the best interests of children and young people. We promote the safety, stability, wellbeing, development and cultural safety of children, young people and their families, and build capacity and resilience for children, families and their communities.

Family Services at Bendigo Community Health is a member of the North Central Victoria Family Services Alliance, and works closely with partner agencies to provide person-centred, responsive support towards supporting the best outcomes for children and young people.

POSITION ROLE

The Family Services Team provides individual support and case coordination to children, youth and families to make sustainable changes in the best interests of children and young people. Family Services works as part of the broader family services system, and the work is underpinned by legislative frameworks.

1. The Children, Youth and Family (CYFA) Act 2005 requires that Family Services works in ways that reflect the Best Interest Principles and the associated provisions of the CYFA, to work as part of an integrated family service system to support children, youth and families with a focus on early intervention and prevention.
2. The Best Interest Framework provides a common basis for professionals to work together with local communities and other services to meet the needs of vulnerable children and their families.
3. Family Services provides an outreach service that supports families to develop strategies and create changes to ensure the best interests of children and young people are central.
4. Family Services works with local communities and other services to meet the needs of vulnerable children and their families. This includes encouraging a consistent focus on safety, stability and the development of positive outcomes, whilst viewing the child's experience through the lens of the age and stage of the child, their culture and gender.
5. Family Services utilises best practice principles to ensure that families are supported to be kept out of the child protection system, where possible.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

1. Utilise an assertive outreach and group intervention approach through a variety of platforms to engage with children and families who have complex needs and where there are significant wellbeing concerns for children and young people.
2. Actively support families to achieve outcomes in the best interests of children and young people.
3. Engage with families in the development of clear goals and provide advocacy, information and resources to support family change.
4. Demonstrate skills and knowledge in utilising Strengths Based practice.
5. Develop, participate and facilitate group sessions with children, young people and families.
6. Support families to connect with formal and informal networks that will support them to sustain change in the best interests of the children.

7. Meet all administrative requirements of the role, including maintaining up to date client records, data reporting and case related administration.
8. Establish professional relationships and networks with referral organisations.
9. Develop Family Transition/Family Connection Plans with families to refer and connect them to more intensive specialist services or community supports such as community playgroups when they cease attending or engaging with services.

KEY SELECTION CRITERIA

Essential

1. A Bachelor's degree or equivalent qualification in Social Work, Psychology, Community or related fields.
2. Demonstrated experience in providing assertive outreach and case management and support to children, youth and families within an empowerment framework.
3. A comprehensive understanding of best practice principles, consent, advocacy and confidentiality.
4. Demonstrated experience and skills in assessment and identifying risk in families.
5. Demonstrated understanding of attachment and trauma - and how this may impact on children, young people and their families.
6. Demonstrated experience or ability to facilitate groups with children and young people.
7. Demonstrated experience in building rapport and professional relationships with people from diverse backgrounds as well as excellent interpersonal and communication skills with children, youth, families and professionals.
8. Demonstrated ability to work independently as well as a member of a multidisciplinary team.
9. Demonstrated understanding of the impact and gendered nature of family violence.
10. A sound knowledge of the Victorian Children, Youth and Families Act 2005.
11. Current Driver's License.
12. Current Working with Children Check (Employee).
13. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Excellent organisational and time management skills.
2. Post graduate qualifications in family or related fields.
3. Demonstrated understanding of the social model of health and how it relates to consumers and best practice service delivery within a Community Health setting.

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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Meet client related service delivery performance targets.
- Meet required targets in relation to the provision of regular clinical supervision to staff reporting to you.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

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 the 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 teamwork 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 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.
- 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 and vape free workplaces.
- BCHS has a commitment to environmental sustainability.