

POSITION DESCRIPTION

Position Title:	Children's Health & Wellbeing Family Services Practitioner
Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social & Community Services Level 5
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 FTE)
Tenure:	Fixed term until March 2027 (parental leave replacement)
Position description developed:	December 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.

The Loddon Children's Health and Wellbeing Local (LCHWL) provides a range of health and wellbeing services to children up to 11 years of age who may be experiencing some challenges such as developmental, emotional, relational or behavioural concerns. Services are available to families across the shires of Campaspe, Central Goldfields, Loddon, Macedon Ranges, Mt Alexander, and Greater Bendigo. **The LCHWL is an innovative model** co-designed with partners - paediatric service providers, and people with lived experience - to provide a regionally based system response that improves access across prevention, primary and tertiary care in the Loddon region. The service is particularly targeting those children who are not accessing support under other mechanisms such as NDIS.

Services provided through the LCHWL include paediatric health, mental health support, parenting support, specialist assessments, allied health, family services and care coordination.

The LCHWL has recently been established in response to the Royal Commission into Victoria's Mental Health System. Led by Bendigo Community Health Services in partnership with Bendigo Health and regional partners Bendigo and District Aboriginal Cooperative, Njernda Aboriginal Corporation, Echuca Regional Health, Dhelkaya Health, Sunbury & Cobaw Community Health, North Central LLEN and Maryborough District Health.

POSITION ROLE

This position is employed by Bendigo Community Health and works as part of the LCHWL team, alongside colleagues employed by partner agencies. The position supports a local service response in the Loddon Mallee and actively engages in the multi-disciplinary LCHWL team to provide accessible and coordinated services to children 0 to 11 years and their families across the region.

As the Family Services Practitioner you will apply your excellent case management and care planning skills to empower families 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. You will work with a highly professional team of Paediatricians, Mental Health and Allied Health professionals and adopting a strength-based approach to the care of families and children. You will build the capacity of families through coaching and information to respond to their child's needs.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Collaborate as a member of the LCHWL team to support child and family access to LCHWL services and broader service system navigation.
- Participate in all relevant clinical and LCHWL service meetings.
- Align all engagement with local families with the LCHWL client journey policies and procedures.
- Contribute to a positive experience for children and families through the provision of family led care planning.

- Actively engage in the multi-disciplinary team to share information and practice knowledge in support of the best outcomes for children.
- 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.
- 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.
- 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.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

- Qualifications in Social Work, Community Services, Community Welfare or Community Development related discipline.
- Experience in delivery of a collaborative service in conjunction with partners.
- Minimum 3 years relevant experience working in partnership with families who have children aged 0-11 years.
- Demonstrated understanding of attachment and trauma - and how this may impact children, young people and their families.
- Demonstrated experience or ability to facilitate groups with children and young people.
- 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.
- 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.
- 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.
- Excellent motivational interviewing and holistic wellbeing assessment skills.
- Strong communicator with ability to liaise with a wide range of stakeholders to create and maintain effective partnerships which generate improved outcomes for families.
- Demonstrated ability to work independently and innovatively as well as collaborating effectively within a team environment.

- A current employee Working With Children Check and Driver's Licence.
- The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

- Post graduate qualifications in family or related fields
- 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.

- 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 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.

