

## POSITION DESCRIPTION

<b>Position Title:</b>	Family Services Practitioner & Supported Playgroup Facilitator (smalltalk)
<b>Award:</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification:</b>	Social & Community Services Employee Level 4
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site, however, will be required to work from any BCHS site and outreach location in the delivery of group and family support programs.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	June 2025
<b>Responsible to:</b>	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 works with vulnerable and high-risk families and provides individual support and group work programs to children, youth and families that support families to make sustainable changes in the best interests of children and young people.

The Children, Youth and Family Act 2005 (CYFA) requires that family services, child protection and placement services work in ways that reflect the Best Interest Principles and the associated provisions of the CYFA.

All Family Service programs are guided by the Best Interest Case Practice Model Framework providing a common basis for professionals. Services work together and with local communities to meet the needs of vulnerable children and their families, by encouraging a consistent focus on the following:

- Safety
- Stability
- Development

The smalltalk Supported Playgroups provide opportunities for eligible families to develop parenting skills and confidence to support their children's development. Supported Playgroups are for families with children aged from birth up until they commence primary school. In-Home Support is provided to families who meet additional criteria.

## POSITION ROLE

This position works across both the Family Services and smalltalk Supported Playgroup programs, providing a unique opportunity in both a casework and group work approach when engaging with families. The smalltalk component of the role is a shared facilitation responsibility with a second team member, offering a backup support as needed and working as the lead group facilitator as agreed.

The Family Services program provides individual support, case coordination and groups to children, youth and families to make sustainable changes in the best interests of children and young people.

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.

Family Services utilises best practice principles to ensure that families are supported to remain out of the child protection system, where possible.

The smalltalk Supported Playgroup is an interactive supported playgroup delivered at varying locations across the City of Greater Bendigo utilising the smalltalk model of play, reading and carer and child connection and attachment. The program is offered both in a playgroup setting, and with individual families in their homes or other agreed locations.

Smalltalk aims to increase carer confidence in their parenting, supporting the development of their child through play and providing opportunities that have a positive impact on their child's learning.

## **POSITION RESPONSIBILITIES**

### **The responsibilities of the position are:**

- 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.
- Actively support families to achieve outcomes in the best interests of children and young people.
- Engage with families in the development of clear goals and provide advocacy, information and resources to support family change.
- Demonstrate skills and knowledge in utilising Strengths Based practice.
- Deliver and evaluate Supported Playgroup sessions including implementing *smalltalk* and providing learning opportunities that are consistent with the VEYLDF.
- Follow up families who stop attending Supported Playgroups to address any barriers to participation and encourage attendance.
- Develop Family Transition/Family Connection Plans with families engaged with smalltalk 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.
- Support families to connect with formal and informal networks that will support them to sustain change in the best interests of the children.
- Meet all administrative requirements of the role, including maintaining up to date client records, data reporting and case related administration.
- Establish professional relationships and networks with referral organisations.
- Other duties as directed.

## **KEY SELECTION CRITERIA**

### **Essential**

1. A qualification in Social Work, Community Services, Community Welfare or Community Development related discipline.
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 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. A current employee Working with Children Check and Driver's Licence.
12. 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. Demonstrated understanding of the social model of health and how it relates to consumers and best practice of 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.

