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# **Position Description**

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| Position Title | Demand Team Practitioner |
| Salary & Conditions | FamilyCare Enterprise Bargaining Agreement |
| Classification | Level 2.3 – 4.4 *(Dependent on qualifications and experience)*  Social, Community, Home Care and Disability Services Industry Award 2010 |
| Department | Child and Family Services |
| Position reports to | Team Leader |
| Performance Review | At six months, then annually thereafter. |

FamilyCare is one of regional Victoria’s largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

## Vision

Strong families and communities.

## Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

## Core Values

The Code of Conduct reflects and supports FamilyCare’s core values, which are:



## Role Summary

The Demand Team operates within Child and Family Services program at FamilyCare and assists with demand management.

The Demand Team is an integrated model providing short-term, intensive intervention, assessment and support. The intervention comprises of 12 weeks of support and focuses on key goals as identified by the family and case practitioner.

The aim of the program is to provide a timelier but short-term response, promote active engagement and work with greater flexibility and intensity.

Dependent upon demand and current client needs, there may be times the Demand Team Practitioner is allocated Integrated Family Services program clients that require a different mode of service delivery.

## Key Performance Responsibilities

### Service Delivery

1. Conduct in home assessments identifying needs, strengths and risk in families and individuals.
2. Provision of therapeutic casework in partnership with children and families to improve and/or address safety and stability.
3. Based upon the aim of the Demand Team intervention, it is expected case workers will conduct minimum of 2 visits per week with families which may include visits outside of hours to be inclusive of all family members and address targeted issues in the active action plan.
4. Provide flexible service delivery to meet demand and current needs within the Child and Family Services program, which may include working cases in alternate programs such as Integrated Family Services, following their model of service delivery.

### Data Collection and Reporting

1. Maintain program administrative requirements including maintenance of comprehensive case notes.

### Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.
4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. Be aware of FamilyCare’s responsibilities to contribute to children’s safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

## Key Selection Criteria

### Knowledge and Skills

1. Skills and experience in working with vulnerable families, including capacity to engage clients and establish an effective professional relationship to bring about change.
2. Able to undertake casework practice with an emphasis on family and individual functioning, assessment, counselling, case planning, and parent education.
3. Knowledge and understanding regarding the theoretical perspectives, strategies and frameworks and interventions underpinning this role including an understanding of family dynamics, life stages, and child and adolescent development.
4. Well-developed skills in supporting families to address child safety and wellbeing concerns.
5. Knowledge and experience regarding:
   1. Parent/Child Relationships
   2. Child Development
   3. Child abuse and neglect;
   4. Risk and safety;
   5. Parent capacity;
   6. Skills development;
   7. Trauma informed practice.
6. Strong administration and organisational skills, including excellent communication and report writing skills.
7. Understanding of the relevant legislation in particular the Children, Youth and Families Act 2005 Child and Wellbeing Act 2005.
8. High level of interpersonal and communication skills, including the ability to communicate, negotiate, and liaise with a range of professionals and community services.
9. Able to work across flexible weekday hours to meet the needs of infants, children and families.
10. Participation in the after-hours and on call roster.

### Qualifications

*Essential*

* Bachelor of Social Work or other tertiary qualification relevant to social welfare practice.

*Desirable*

* Minimum two years’ case management experience including expertise in working with infants, children, young people and families at risk.

### Safety Screening

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

Current Australian Drivers Licence is required.

### Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All staff and volunteers must abide by a Code of Conduct.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

* ensuring the safety of children;
* respecting diversity; and
* providing a workplace free from discrimination and harassment.