

Position Title	Practitioner
Program	Intensive Family Services
Location	Port Pirie / Port Augusta / Kadina
Reports to	Lead Practitioner, Intensive Family Services
Probationary period	6 months

## PRINCIPLES THAT GUIDE OUR WORK

- A strong commitment to our vision “*Compassionate, respectful and strong country communities where all people flourish*”.
- Respect and value the organisation, its clients and its workers.
- Demonstrate commitment to the employee Code of Conduct
- Demonstrate commitment to the safety and wellbeing of children, especially in relation to safeguarding children from harm or risk of harm.
- Engage positively with Aboriginal people and deliver culturally appropriate and respectful services.
- Engage in inclusive practice with people irrespective of culture, ethnicity, lifestyle choice, faith, sexual orientation and gender identity.
- Foster a culture of respect, inclusion and zero tolerance towards violence in all its forms.
- Demonstrate and accept the vision and values of Uniting Country SA Ltd.

## PROGRAM OBJECTIVE

The objective of Intensive Family Services is the delivery of services to families that reflect the Supporting focus of the *South Australian Government Safe and Well: Supporting Families, Protecting Children Strategy* by providing earlier, intensive, targeted support to families with multiple and complex needs, to reduce incidents of child abuse and neglect and prevent children entering the child protection system in the first place.

## POSITION OBJECTIVE

The Practitioner will work with families face to face, predominantly in the family’s home, in the community, or where every best meets the needs of the family, to address child protection issues by assisting parents in building their parenting capacity. The Practitioner will provide families with the necessary support and connections to:

- Improve family safety and wellbeing.
- Improve family functioning and strengthen connection to support in their community and culture.
- Strengthening family bonds.
- Empowering the family to utilise formal and informal resources.
- Parental resilience.
- Social connection.
- Knowledge of parenting and child development.
- Concrete support in times of need.
- Social and emotional competence of children.
- Reduce and eliminate risk factors.
- Promote child safety and wellbeing.
- Prevent family breakdown.
- Enhance and improve family functioning.
- Increase knowledge and skills to care for children and young people.

This role requires an ongoing satisfactory Department of Human Services (DHS) Working with Children Check and is subject to all screening and assessment requirements of State and Commonwealth legislation that interacts with the *Children and Young People (Safety) Act 2017*.

## DUTIES AND RESPONSIBILITIES

This role will provide services to clients using the Uniting Country SA (UCSA) interACT model of therapeutic practice, requiring you to perform your role in a professional and client centred manner.

### Within your area of responsibility:

- Ensure accurate information is collected and stored in the relevant database/s.
- Communicate verbally and in writing with clients, other staff and stakeholders in a clear, timely and positive manner.
- Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s.
- Plan and organise workload to achieve specified outcomes within set time frames including providing reports as required.
- Use strength-based and child-focused practice and assertive engagement in case management to assist families to plan for the desired and necessary changes to keep their children safe and nurtured.
- Role model routines, safe parenting practices, and deliver child-focused therapeutic interventions that increase parenting capacity.
- Provide information and advocate for families to connect with extended family, community and other relevant services.
- Engage positively with Aboriginal people and deliver culturally appropriate and respectful services.
- UCSA engages in inclusive practice with people irrespective of culture, ethnicity, lifestyle choice, faith, sexual orientation and gender identity.
- Attend regular professional supervision sessions, relevant meetings, training and development opportunities.
- Other duties as reasonably requested within your level of skills and qualifications.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery.

## ACCOUNTABILITY

- Act within the area of primary responsibility for this role.
- Ensure the programs achieve objectives and participant outcomes.
- Carry out all functions and activities in line with funding contracts.
- Actively participate in your own professional development as required.
- The satisfactory and timely completion of all delegated tasks.

## RELATIONSHIPS AND REPRESENTATION

- Participate in activities which serve clients and promote UCSA values and goals.
- Establish and maintain strong relationships at appropriate levels with both Government and Non-Government organisations, in order to consider community needs and services.
- Establish and maintain productive and respectful relationships with all other team members.

## CAPABILITIES

### Personal

- Articulate.
- Self-motivated and enthusiastic.
- Flexible and creative.
- Proficient time manager / Punctual.
- Exercise initiative.
- Work autonomously and as part of a team.
- Problem solver.

- Ability to work well under pressure.

### Job Specific Capabilities

- Case management experience.
- Strong relationship building and communication skills.
- Sound knowledge of child development and age appropriate strategies that will support parents to build upon their parenting skills.
- Conflict resolution and negotiation skills.

### Knowledge

- Knowledge of legal and statutory requirements relevant to services.
- Knowledge of Strength Based practices, crisis management and problem-solving theories.
- Knowledge of a Human Service organisation, its values and philosophies.
- Commitment to social justice, empowerment and self-determination principles.

### SPECIAL CONDITIONS

The successful applicant will be required to:

- Hold a current DHS Working with Children Check.
- Hold a current Australian Driver's Licence.
- Travel throughout the region and/or interstate as required.
- Be available for some out of hours work.
- Work with families/clients in their homes.
- Participate in the Agency triage roster as requested.
- Undertake Core Competency and other training relevant to the position.

### QUALIFICATIONS

- Certificate IV or above in a Human Services related discipline, e.g. Community Services or Youth Work or Child, Youth, and Family
- Tertiary qualification in a Human Services related field is highly desirable.
- Relevant experience in a similar role.

### COMPLIANCE

- Adhere to the Work Health and Safety Policies of UCSA by ensuring you take reasonable care to protect one's health and safety whilst at work and avoid adversely affecting the health and safety of any other staff member through any unsafe work practice or act of omission.
- Comply with UCSA's Policies and Procedures, including all relevant legislation detailed within them.
- Comply with the Service Agreement with the funding body.
- Comply with Professional Codes of Conduct and Agency Non Negotiables.

### KEY RESULT AREAS

Key Result Area	Key Responsibilities/Indicator
<b>Annual Planning</b> <i>Demonstrate commitment to strategic direction of UCSA Ltd.</i>	<ul style="list-style-type: none"> <li>• Actively participate in all planning sessions as required.</li> <li>• Contribute to annual business planning activities.</li> </ul>
<b>Customer Service</b> <i>Commitment to providing high quality services to meet the individual needs of clients both internal and external.</i>	<ul style="list-style-type: none"> <li>• Follow up enquiries in a timely manner as per any arrangements made.</li> <li>• Monitor client surveys for trends/issues.</li> </ul>
<b>Professional/Technical Knowledge and Skills</b> <i>Demonstrated knowledge and application of the specific skills required:</i>	<ul style="list-style-type: none"> <li>• Ensure partnerships and networks are nourished and maintained:</li> </ul>

<ul style="list-style-type: none"> <li>• <i>Case management skills.</i></li> <li>• <i>Data entry and case notes.</i></li> <li>• <i>Articulation.</i></li> <li>• <i>Time management.</i></li> </ul>	<ul style="list-style-type: none"> <li>○ Actively participate in partnership meetings.</li> <li>• Participate in management and quality assurance by:             <ul style="list-style-type: none"> <li>○ Collecting/collating quality data.</li> <li>○ Fully supporting all QA frameworks.</li> </ul> </li> <li>• Maintain levels of professional development and utilise models learned.</li> <li>• Comply with all budget requirements as per funding agreements.</li> </ul>
<p><b>Teamwork and Communication</b> <i>Excellent communication and interpersonal skills.</i></p>	<ul style="list-style-type: none"> <li>• Promote UCSA positively internally and externally.</li> <li>• Cooperate to achieve team goals.</li> <li>• Communicate respectfully.</li> <li>• Actively listen and consider other people's perspective.</li> <li>• Share knowledge and experience with colleagues.</li> </ul>
<p><b>Commitment to Workplace Responsibilities</b> <i>Commitment to meeting all legislative and organisational responsibilities and working in accordance with UCSA policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>• Act in a professional manner consistent with UCSA values, policies and procedures.</li> <li>• Role model positive workplace culture.</li> <li>• Strive for continuous improvement.</li> <li>• Meet all recordkeeping requirements determined under contract by the program funding body, legislation and organisation.</li> </ul>

I have read and fully understand the expectations Uniting Country SA has of me in fulfilling the role of Intensive Family Services Practitioner.

Signed: \_\_\_\_\_  
Employee Name:

Signed: \_\_\_\_\_  
Program Manager:

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Date PD Reviewed	Line Manager Signature <i>Only sign if no changes made to PD. Where changes have been made a new PD must go on file</i>
13/12/2022	Updated to new template
02/05/2024	Updated area of responsibility