

Role Description



Role title:	Classification:
Family Practitioner	PO2
Division/Business unit:	Reports to:
Community and Family Services / Safer Family Services	Supervisor, Family Practitioner

Role purpose:
The Family Practitioner is a role within Safer Family Services and is accountable to the Supervisor, Family Practitioners for: - Identifying and engaging children and families at risk of entering the child protection system through the provision of assessment, case management and therapeutic intervention. - Working collaboratively with parents, children's centre staff, other safer family services programs and key partner agencies such as Child & Family Health Service, Department for Child Protection, to strengthen parents/carers' ability to effectively support their children's safety, healthy development and wellbeing. - Providing early identification and targeted interventions to improve outcomes for families experiencing safety concerns relating to parenting, child development and wellbeing issues with a specific focus on the first 1000 days.

Key outcomes and accountabilities:
- Undertake proactive family engagement and provide high quality and specialised psychosocial assessments and interventions to young children and their families where risk has been identified, including providing case management and specialised support for children and families experiencing multiple complexities and risk factors. - Provide culturally responsive, family focused intervention approaches that are child centred, strengths based, and informed by both evidence base and practice wisdom and developed in partnership with families. - Families are actively engaged in the development of goals and strategies relevant to their desired outcomes. - As a member of a multi-disciplinary team, provide professional leadership, support and case work reflection for Children Centre staff, including developing and implementing models of service delivery that strengthen child safety, parenting, parental/child relationships, and early child development outcomes. - Deliver multi-levelled therapeutic interventions that include proactive, targeted and intensive assessment and planning in partnership with staff, children and parents which support sustained engagement over the early educational life course of the child. - Utilise flexible service delivery modalities to respond effectively and promptly to individual family circumstances and which supports child safety and the parent child relationship. - Manage client files and documentation in accordance with Departmental guidelines, policies and practices, maintain high quality case notes, undertake regular case reviews, clinical supervision and participate in file audits and ensure all relevant data is entered into the appropriate systems.

Key outcomes and accountabilities:

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Some out of hours work may be required.
- Inter and intra-state travel may be required.
- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to satisfactorily compete and hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted online every three years.
- The incumbent may be required to hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

Key Relationships/Interactions:

- Supervisor (line manager)
- Management and employees across Safer Family Services
- Children centre directors, speech pathologists, occupational therapists, educators
- Children, families, carers and community members
- Department for Child Protection and Child & Family Health Service
- Government and non-government agencies
- Professional associations and other relevant bodies
- Interstate systems/sectors

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. Proven experience in psychosocial assessments and case formulation relating to complex families with young children in a range of complex and sensitive situations to develop care plans, appropriate referrals and sustained, assertive engagement and intervention.
2. Demonstrated experience in providing case management and therapeutic interventions (individual and group) to address identified safety concerns and clinical need for families with young children (0-8 years) with a specific focus on the first 1000 days, including demonstrated ability in navigating the statutory and legal systems.
3. Demonstrated knowledge and understanding of the effects of child abuse, neglect and trauma on the health and wellbeing of infants and children, as well as the major social and health issues facing families, and ability to integrate this knowledge into contemporary practice approaches.
4. Highly developed written and interpersonal communication skills that foster effective communication and collaboration with other professionals and with families across the socio-economic spectrum including from diverse cultures and comprehensively convey the assessment and intervention undertaken with families to the requesting authority.
5. Proven ability to critically reflect on individual practice and to participate in case reviews, supervision and professional development activities to address practice quality.
6. Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Qualifications:**Essential:**

An appropriate tertiary qualification in community services, sociology, social sciences, human services, health or related field.

Key leadership competencies and expected behaviours at this classification:
Supports and implements strategic direction

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☐ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☐ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☐ Monitors team/project performance and seeks feedback to guide improvements.
- ☐ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☐ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☐ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:		
Assessed by: Nicola Zilm, Business Coordinator-Recruitment		Date: 9/10/2023
Approved by: Tania Heames-Robson, HR Business Partner		Date: 9/10/2023