Role Description

OFFICIAL

Role title:	Classification:
Family Practitioner	AHP2
Division/Business unit:	**Reports to:**
Community and Family Services / Safer Family Services	Supervisor, Family Practitioner Program

Role purpose:

The SA Government has committed to reforming the child protection system in South Australia. The Department of Human Services (DHS) has lead responsibility for implementing the Child and Family Support System reform, in which Safer Family Services (SFS) plays a key part. SFS provides help and support to children and their families at risk of harm, neglect and family violence, by deliberately and strongly intervening to disrupt the patterns of intergenerational trauma, and increase the number of children able to be cared for safely in their homes, connected to culture and community. This is particularly relevant for children and families with multiple and complex needs.

The Family Practitioner is a role within Community and Family Services and is accountable to the Supervisor, SFS Program for:

- Identifying and assertively engaging children and families at high risk of entering the child protection system through the provision of assessment, case management and therapeutic intervention.
- Working collaboratively with parents, other SFS programs and key partner agencies such as Child and Family Health Service (CaFHS), Department for Child Protection (DCP) and Children's Centre staff, to strengthen parents/carers ability to effectively support their children's safety, healthy development and wellbeing.
- Providing case management and targeted interventions to improve outcomes for families with children up to six years old, experiencing safety concerns related to parenting and child safety.

Key outcomes and accountabilities:

1. 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 support for high risk children and families experiencing multiple complexities.
2. 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.
3. Actively engage families in the development of goals and strategies relevant to their desired outcomes to address increased child safety.
4. In partnership with early childhood services, provide consultation and liaison with key partners to support strengthening child safety, parenting, parental/child relationships, and early child development outcomes.
5. Deliver proactive, targeted and intensive assessment and planning in partnership with services and children and parents, which support sustained engagement over the early life course of the child.
6. Utilise flexible service delivery modalities to respond effectively and promptly to individual family circumstances that support child safety and the parent child relationship.

Key outcomes and accountabilities:

7. Manage electronic client files and documentation in accordance with Departmental guidelines, policies and practices, maintain high quality case notes, undertake regular case reviews, clinical supervision and ensure all relevant data is entered into the appropriate systems.

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:

- 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 satisfactory complete 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 as required.
- 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.
- Some out of hours work may be required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Supervisor, Safer Family Services Program (line manager)
- Other Safer Family Services programs; Safe Start Strong Start, Child Wellbeing Program
- Community Development Coordinators
- Children centre directors, speech pathologists, occupational therapists, educators
- Children, families, carers and community members
- DCP and CaFHS
- 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 and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures 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 practice experience in providing case management to address identified safety concerns and clinical need for families with young children, 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.

Qualifications:

Essential:

- An appropriate Social Work qualification from a recognised tertiary institution giving eligibility for full membership with the Australian Association of Social Work; or
- Persons of Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not hold the essential qualification, may apply for and be engaged/assigned to the role of Social Worker and will be entitled to apply for any Allied Health Professional roles requiring a qualification in Social Work within the Department of Human Services.
- An appropriate degree or equivalent qualification which entitles registration with the Psychology Board of Australia: or
- An appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist.

Desirable:

- Certification in Infant and Perinatal Mental Health.
- Circle of Security - suite of trainings.

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:		
Checked by: Jessica Gogler, Business Coordinator	Gogler	5/01/2023
Approved by: Tania Heames-Robson, HR Business Partner	Heames-Robson	5/01/2023