



POSITION DESCRIPTION

Position Title:	FAMILIES PRACTITIONER	Version:	1
Position Reports to:	Counselling and Families Manager		
Program:	Family Support Program	Position Code:	FSP
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Worker	Direct Reports:	No
		Classification Level:	4
Date reviewed:	15/11/2022	Reviewed by:	Lisa Boyd
		Date next review:	

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron and Zillmere. We have approximately 50 staff and 200 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected, and supported.

Our Mission:

To be a responsive, adaptive, and sustainable organization to meet the changing needs of our communities.

Counselling and Families at Encircle

The Counselling and Families Team deliver Counselling and Family Support programs that Encircle implements on behalf of the Queensland Government and the Australian Government.

Encircle's team of qualified and experienced, professional Counsellors provide essential support to individuals and families across the communities we support, delivering *Generalist Counselling, Family Therapy, Specialised Domestic and Family Violence Counselling, and Children and Parenting* group work. The approach spans specialised individual therapy through to a variety of groups focussing on topics such as *Women's Wellbeing and Self Esteem, Circle of Security Parenting Program, Healthy Relationships Primary Prevention Programs* in schools and colleges and *My Super-powered Relationships* designed for children 8 to 12 years.

Our Counselling team also coordinate two significant community events during the year – the Moreton Bay Says No 2 Violence Campaign and the Candle Lighting Ceremony.

Our Family Support and Young Parents Program are designed to bring positive change for children and parents, in areas including family relationships, children's development and parenting. Our services and programs support families as they manage a variety of factors impacting their lives, e.g., individual or family trauma, domestic and family violence (DFV), substance use, financial hardship, or mental health impacts – often in the context of social stigma and isolation. We deliver outreach and centre-based services and provide tailored services building support networks and connections as well as specialised referral pathways. Our services help our clients navigate through life's various challenges including, financial hardship and the vast array of practical realities presented by pregnancy and parenting. Equipped with knowledge, skills, confidence, and greater connections to support systems, networks and their community, our clients are able to confidently continue their family journey.

PURPOSE OF ROLE

Contribute to the establishment of operational objectives for the Family Support team, utilising sound knowledge and skills gained through qualifications and experience.

Coordinate and drive collaborative case management services for vulnerable families with complex needs, utilising a Strengths-based Framework to develop services that focus on prevention and early intervention to improve family wellbeing.

MAIN DUTIES AND RESPONSIBILITIES

Working with the Family Support Team, promote collaboration and engagement with other support services and stakeholders to provide a targeted and solution focused response to client needs.

Manage and plan daily work schedules to deliver integrated and coordinated support services to identify and achieve goals for positive outcomes for families in line with best practice, providing both outreach and office-based support services.

Duties:

- Strengthen family capacity by providing effective case management support through the use of strengths-based, child-centered, and family-focused approaches
- Enhance the wellbeing of children, young people and families through the collaborative development, implementation, monitoring and reviewing of case plans and outcomes alongside families, ensuring the voices of both children and caregivers are represented.
- Deliver culturally appropriate and sensitive services to First Nations people and people from Culturally and Linguistically Diverse backgrounds.
- Undertake assessment processes including risk assessment to ensure the safety and wellbeing of family members and staff in collaboration with team and supervisor
- Complete appropriate and relevant professional reports, support letters, and documentation to advocate for the support needs of families as required with the support of senior staff
- Maintain accurate, timely and comprehensive case notes and ensure that regular review and evaluation occurs against agreed family and individual support plan goals in collaboration with the supervisor.
- Support and facilitate responsive and tailored groupwork programs to meet community needs and to support alternative referral pathways.
- Develop and maintain purposeful networks, service delivery partnerships, and referral pathways.

- Complete accurate and comprehensive service reports as required by supervisor and funding bodies.
- Comply with agency, program and legislative requirements in relation to information sharing, case recording and data entry requirements.
- Support and contribute to the ongoing development and improvement of the service through involvement in regular program planning, review and evaluation, and strategic planning processes.
- Participate collaboratively as part of a team and contribute to a positive team culture.
- Any other duties relevant to the position as delegated by the supervisor.

Delegated Authorities:

- No Applicable

KEY POSITION OUTCOMES

- Understanding and use of a Strengths Based Framework and use of a variety of evidence-based approaches suited for working with families and children.
- Successfully deliver trauma informed case management support and group work in line with program requirements
- Maintain client record system and other files as required including comprehensive case notes, goal-oriented case management plans, progress notes, documentation of changes and review notes.
- Develop and maintain key stakeholder engagement initiatives to provide integrated responses, and effective interagency service provision
- Meet funding and reporting outputs and requirements

POSITION REQUIREMENTS

Qualifications:

- Bachelor level qualification in social work, psychology, human services or related field

Capabilities:

- Demonstrated professional case management skills, including high-level planning and organisation, assessment, and complex decision-making skills
- Experience working with vulnerable families and an understanding of the factors that contribute to vulnerability
- Understanding of strengths-based and trauma-informed practice
- Knowledge of current evidence-based practice, legislation and trends relevant to Child Protection and family systems.
- Cultural awareness and competence in working alongside other cultures including First Nations Peoples
- Excellent verbal and written communication skills
- Ability to work autonomously and as part of a multidisciplinary team
- Group facilitation experience and skills

Previous Experience:

- Minimum of two years' experience working with families with complex needs

Other:

- Police Check

- Open Drivers License
- QLD Working with Children - Blue Card
- First Aid Certificate desirable

KEY SELECTION CRITERIA

1. Demonstrated ability to provide case management support to families with complex needs to build family capacity and strengthen resilience
2. Demonstrated ability to effectively identify and assess support needs and make complex decisions in relation to client case management, supported by senior staff
3. Demonstrated ability to purposefully engage and work with agencies within the community in order to better client outcomes
4. A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers and staff
5. Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing
6. Demonstrated ability to practice within a client centered, strengths based, trauma informed framework
7. Demonstrated awareness and experience in working with people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds.

Key Documents:

- Organisational Policies and Procedures
- Practice Framework Policy
- Family Support Services program Manual
- Child Protection Legislation

Employee Name _____

Employee Signature: _____

Dated: _____

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