

# Position Description



BOORNDAWAN WILLAM  
ABORIGINAL HEALING SERVICE

<b>POSITION:</b>	Integrated Family Services (IFS) practitioner
<b>HOURS:</b>	FTE (Full Time Equivalent) (Two full time or 0.8 EFT positions available)
<b>AWARD:</b>	Applicable award will apply dependent on the candidate's qualifications and experience
<b>REMUNERATION:</b>	Applicable award rates will apply dependent on the candidate's qualifications and experience

## OUR ORGANISATION

Boorndawan Willam Aboriginal Healing Service (BWAHS) provides culturally safe services that assist Aboriginal and Torres Strait Islander women, children and men from the Eastern Metropolitan Region (EMR) in their healing journey to address the impacts of family violence. By providing accessible, integrated and client centred services our people can become strong individuals and families; live in safe communities and have healthy lives.

BWAHS became an incorporated company limited by guarantee in June 2014 and with the support of EACH, which has held oversight responsibility for the service since 2006, is currently in the process of transiting to an independent organisation.

## POSITION SUMMARY

The Integrated Family Services (IFS) practitioner provides early intervention case management support to vulnerable Aboriginal children, young people and their families in the Eastern Metropolitan Region (EMR). Using a strengths-based approach, the IFS Worker will undertake comprehensive needs and risk assessments of children, young people and their families, develop child and family action plans that promote Aboriginal children's safety, stability and healthy development. A key focus of the role is to work in collaboration with other BWAHS programs and in partnership with other family services to ensure a comprehensive integrated service delivery. The delivery of the service occurs primarily through outreach to children, young people and families in their home and may involve working from multiple worksites.

## KEY RESPONSIBILITY AREAS

<b>Case Management</b>	<ul style="list-style-type: none"><li>• Provide a case management and case work service to clients of the Integrated Family Services program</li><li>• Register eligible clients on IRIS / SHIP</li><li>• Maintain records including case notes, reports, plans and statistics within required timelines</li></ul>
<b>Group work</b>	<ul style="list-style-type: none"><li>• In consultation with the Group Programs Coordinator, plan and facilitate group programs to vulnerable children, young people and families</li><li>• Data for each program session is entered into IRIS / SHIP</li><li>• External facilitators are registered with BWAHS</li><li>• All necessary compliance checks have been undertaken with volunteers and external facilitators</li><li>• Ensure that each program has an inbuilt evaluation process attached and feedback has been received for each session</li></ul>
<b>Community / Agency Engagement</b>	<ul style="list-style-type: none"><li>• Develop and maintain positive relationships with Child FIRST, Child Protection, other government and community organisations</li></ul>

	<ul style="list-style-type: none"> <li>Promote partnerships with other agencies to ensure multidisciplinary interventions as identified</li> <li>Provide information sessions to external stakeholders to increase awareness and understanding of Aboriginal specific issues.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Maintain data and reports to meet BWAHS contractual obligations</li> <li>Ensure that client records are in accordance with BWAHS quality/audit requirements</li> <li>Maintain electronic client data</li> <li>Work plan is on track</li> </ul>
<b>Policies Procedures and Systems</b>	<ul style="list-style-type: none"> <li>Participate in supervision and team meetings</li> <li>Comply with all organisational policies and procedures</li> <li>Maintain and increase relevant professional competencies</li> <li>Proactively communicate, identify, report, assess WHS related risks and hazards</li> <li>Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals</li> <li>Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and organisational goals</li> </ul>

## REPORTING

<b>Line manager:</b>	Manager
<b>Manages:</b>	Nil
<b>Key internal liaison:</b>	Manager, Practice Leader Family Violence, other counselling and clinical staff, administration staff, Group Programs Coordinator.
<b>External liaison:</b>	local family services networks and support services.

Note: Reporting arrangements may change from time to time depending on business requirements.

## KEY PERFORMANCE INDICATORS

<b>Service performance</b>	<ul style="list-style-type: none"> <li>Services are delivered in a timely manner, meet agreed consumer needs and BWAHS expectations, are consistent with sound administrative and operational procedures and practices and within allocated budgets</li> </ul>
<b>Provide a case management and case work service to clients of the Integrated Family Services Program</b>	<ul style="list-style-type: none"> <li>Develop holistic and comprehensive assessments of the needs of Aboriginal infants, children, young people and their families within the Best Interests Case Practice Framework</li> <li>Provide case work, parenting support and skills development according to family need</li> <li>Make referrals and link families to community supports and services in line with the Child and Family Action Plan</li> <li>Monitor and assess risk to children and young people and liaise with clinical manager and Child Protection as required</li> <li>Manage a case load of families</li> <li>Assist Child FIRST and partner agencies with Intake and Assessment services for Aboriginal children, young people and their families when required</li> </ul>
<b>Plan and facilitate group programs to vulnerable children, young people and families</b>	<ul style="list-style-type: none"> <li>Parenting programs are planned and delivered</li> <li>Undertake evaluation of group work and complete evaluation report</li> <li>Volunteers and external facilitators have been registered with BWAHS and have current WWCC, Police Checks and have produced all other necessary documents</li> <li>Program material purchased</li> </ul>

<b>Program delivery</b>	<ul style="list-style-type: none"> <li>• Case notes for each session have been documented and reflect the needs addressed</li> <li>• Clients are entered into the IRIS system / SHIP system</li> <li>• Registrations format is completed</li> </ul>
<b>Community / agency engagement</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with Child FIRST, Child Protection, other government and community organisations</li> <li>• Attend and actively participate in relevant networks</li> <li>• Participate in interagency programs</li> <li>• Maintain regular contact with external agencies and stakeholders</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• All client data is updated in a timely manner</li> <li>• Family action plans are reviewed and updated on a monthly basis</li> <li>• Enter client registration and episode of care on IRIS / SHIP</li> <li>• Programs sessions are documented</li> <li>• Evaluation/Feedback is embedded into program delivery and reviewed on a quarterly basis</li> <li>• Engage in activities that promote continuous improvement</li> </ul>
<b>Policies Procedures and Systems</b>	<ul style="list-style-type: none"> <li>• Participation in 1 x 1 monthly supervision</li> <li>• Participation in monthly team meetings</li> <li>• Comply with BWAHS organisational Policies and Procedures</li> <li>• Participate in on-going professional development and any mandatory training requirements</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required</li> </ul>

## KEY ATTRIBUTES FOR ALL EMPLOYEES

- **Commitment to BWAHS Vision, Mission, Values and Principles** – All employees must demonstrate commitment to the organisation's Vision, Mission, Values and Principles through employment activities and ensure Individual Development Plans.
- **Self-Assessment and Reflection** - the capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our relationships. To be resilient, capable of self-awareness, self-management, self-development, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.
- **Ethical** – Reflects expected standards of behaviour and/or Codes of Ethics.
- **Culturally Aware** – values social inclusiveness as a strength and positively utilises diversity.
- **Communication and Collaboration** – Works with others to achieve common goals and disseminates information using appropriate media/language to the right people at the right time.
- **Accountability** - Individual responsibility to deliver services within the relevant legislative and regulatory framework and in accordance with sound business/service management practice.
- **Consumer/Clients focussed** – Prioritises the needs of clients and aims for the best outcomes for clients.

## QUALIFICATIONS AND EXPERIENCE

### Mandatory Qualifications

- Tertiary Qualifications in Social Work, Psychology or equivalent or a relevant tertiary qualification in a related social science discipline.

### Experience and Skill

- Excellent family and child assessment skills including assessment of risk.
- Demonstrated case management skills with complex families and at risk Aboriginal children and young people
- Understanding of therapeutic models and theories that enable positive change and demonstrated ability to apply these in practice

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- Demonstrated knowledge of child development and trauma
- An understanding of contemporary Aboriginal culture and the history of intergenerational trauma
- Ability to set priorities and meet tight timelines.
- High level of written and verbal communication skills
- Demonstrated capacity to work independently and as part of a team
- Competent computer skills
- Current valid Victorian Driver Licence
- Current Working with Children's Check
- Satisfactory completion of a National Police Check
- International Police Check, if you have worked outside of Australia in the last 10 years.

**Desirable**

- Knowledge of ACCO's and services in the EMR and/or a willingness to learn
- Experience in planning and facilitating group programs
- Knowledge and experience with Child Protection Services
- Registration with AHPRA or equivalent professional association



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