



**CHILD & FAMILY SERVICES**  
**CHILD FIRST PRACTITIONER**

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<b>POSITION</b>	
<b>DESCRIPTION</b>	
<b>Service:</b>	Child & Family Services
<b>Program:</b>	Child FIRST
<b>Position Title:</b>	Child FIRST Practitioner
<b>Probation Period:</b>	6 months from date of commencement
<b>Position Base:</b>	Wangaratta Office but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Level:</b>	Level 5
<b>Hours of Work:</b>	Full Time (38 hours p.w.) Hours are according to Employment Conditions form that may change as agreed from time to time.
<b>Tenure:</b>	Ongoing employment subject to available funding appropriate to supporting the position.
<b>Travel:</b>	East Hume regional work requiring local/regional travel on a day to day/regular basis using an Agency vehicle.

## **1. POSITION CONTEXT & SUMMARY OF POSITION**

The UMFC **Child and Family Services** (incorporating Child FIRST, Family Services, Inclusion Support, and Pre-School Field Officers):

Supports vulnerable children, young people and their families through a range of activities including information and advice, taking referrals and linking with suitable community services, providing family based intervention, and advice and support to early years services.

The Department of Human Services provides the funding for this position as a part of Integrated Family Services (IFS) operating under the Children Youth and Families Act 2005 within the Strategic Framework for Family Services 2006 <http://www.cyf.vic.gov.au/family-services>

Consistent with the Agency mission, Strengthening Families to Build Vibrant Communities , the UMFC Child and Family Services (CAFs) provides an entry point for vulnerable children and families to access the range of services and supports they need to build the capacity of the family to support their children’s healthy development, as well as intensive casework and case coordination with the aim of strengthening the capacity of families to promote the safety, stability and development of their children and young people.

**The Child FIRST program** provides the entry point for vulnerable children and families to access the range of services and supports they need to build the capacity of the family to support their children’s healthy development. The focus is on preventing families moving into the Child Protection system through early identification and intervention. Child FIRST is the central Intake service for Family Services.

**The Family Services program** aims to strengthen the capacity of families to promote the safety, stability and development of children and young people and to improve families’ community connections and access to community resources.

Both programs provide services across the Upper Hume and Central Hume areas operating under the Children Youth and Families Act 2005, using the Best Interests Case Practice Model 2008.

## 2. COMMUNICATION WITH OTHERS

Position supervised by:	Child FIRST Team Leader
Supervises directly:	Nil Staff
Communicates internally primarily with:	All members of the CAFS Team including Family Services, Child FIRST, Inclusion Support, Preschool Field Officers as well as Out of Home Care & other UMFC services
Communicates externally primarily with:	DHSS, Clients, referral sources and other professionals

### 3.0 Key Responsibility Areas of the Position (KRA’s)

Consistent with the Upper Murray Family Care values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p><b>KRA 3.1</b> Work as an integral part of the Child FIRST (CF) central intake and case allocation process that ensures assessment of family’s needs is undertaken, within all set timelines &amp; guidelines as per program procedures.</p>
<p><b>KRA 3.2</b> Assess all referrals in the context of the Best Interest Case Practice Model/Framework.</p>
<p><b>KRA 3.3</b> Follow up &amp; respond to all enquiries / referrals / messages to achieve effective processing of referrals in a timely manner &amp; keep referring services updated on the outcome of their referral.</p>
<p><b>KRA 3.4</b> Provide an active holding service to families that cannot be allocated immediately to a service &amp; participate in Home Visits where appropriate for engagement purposes.</p>
<p><b>KRA 3.5</b> Make appropriate referrals to Community Services Organisations (CSO) &amp; attend meetings where appropriate.</p>

<p><b>KRA 3.6</b> Liaise &amp; consult where appropriate with CBCPTL, IFS, Broader Service System &amp; Family Members.</p>
<p><b>KRA 3.7</b> Ensure compliance with DHS/UMFC reporting &amp; recording systems.</p>
<p><b>KRA 3.8</b> Support a culture that promotes child safety with particular attention to Aboriginal and CALD cultural safety and children with a disability.</p>
<p><b>KRA 3.9</b> Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p><b>KRA 3.10</b> Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p><b>KRA 3.11</b> Actively undertake all OHS requirements appropriate to the position &amp; consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p><b>KRA 3.12</b> Other duties/delegations as directed, relevant to the main focus of the position.</p>

#### 4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal

#### 5. KEY SELECTION CRITERIA

- 5.1 Tertiary qualification in Social Sciences or equivalent.
- 5.2 An understanding of The Child Youth & Families Act 2005.
- 5.3 Good understanding of the relevant practice application of theories, such as attachment, childhood trauma and family violence in a context of needs and risk assessment and management.
- 5.4 Knowledge of child, young person & family vulnerability & the ability to apply that knowledge.
- 5.5 The demonstrated ability to work successfully both autonomously and as part of a team.

- 5.6 The demonstrated ability to verbally communicate effectively to a range of people including, other professionals, children, young people & families.
- 5.7 The demonstrated ability to communicate effectively in writing for a range of purposes including assessment, referral, formal reporting, case notes, meeting minutes, correspondence.
- 5.8 Personal attributes including, strong interpersonal skills, highly developed analytical and problem solving skills, strong organisational skills, and good levels of resilience.

## **6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS**

- 6.1 A satisfactory Working with Children Check : Vic.
- 6.2 A satisfactory Police Check
- 6.3 Current driver's license

## **7. WORK CHALLENGES/PRESSURES**

- Complex workload
- Competing priorities
- Managing interagency relationships
- Working with complex family situations
- Remaining child focused in the face of competing demands
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## **8. SUPERVISION**

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

## 9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

## 10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
  - a) The knowledge, skills and attitudes required, and
  - b) My physical and psychological capacity to undertake the work.
  
2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

**Signed:** \_\_\_\_\_

**Attachments:**    *Organisational Chart*  
*Agency Brochure*  
*Program Brochure*  
*Benefits of Employment*

**Witnessed:** \_\_\_\_\_

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