

SOUTH BURNETT CTC INC POSITION DESCRIPTION

FAMILY SUPPORT PRACTITIONER - INTENSIVE FAMILY SUPPORT CTC YOUTH & FAMILY SERVICES

Position Type	Maximum Term Contract – 5 July 2021 to 18 November 2021 (20 weeks) Part Time – 30 hours/4 days per week
Hours of Operation	8.30am to 4:36pm, Monday to Friday, however as flexibility is required to meet the needs of the service and clients, the spread of hours can range between 6.00am and 8.00pm
Target Group	Families of vulnerable children and young people (unborn up to under 18 years of age) who are at risk of entry or re-entry into the statutory child protection system
Reports To	RENEW IFS AND EYS Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO). Level 3 (\$31.75 per hour) or Level 4 (\$36.62 per hour) depending on qualifications and experience, plus salary packaging.

Broad Outline of the Family Support Practitioner Position

- Work with vulnerable families in the South Burnett area who have multiple and/or complex needs and are at risk of entering the child protection system
- Provide a prevention and early intervention outreach support service to effectively assist families to achieve outcomes. This support is provided utilising a strength based, trauma informed, child-centred, family focused and problem-solving approach
- Collaborate with internal and external services to provide children and their parents with relevant supports
- Collaborate a single case plan and hold regular meetings with all services involved with a family so that everyone is aware of goals and actions
- Use Structured Decision Making tools to help make evidence based decisions regarding a family's safety and risk levels
- Use practice framework tools to help build engagement and assess family's strengths and needs
- Liaise with Team Leader and Principal Child Protection Practitioner around complex families and professional development
- Provide support, backup and assistance to other members of the CTC RENEW Team, CTC Youth and Family Services and across other CTC Services/programs

Broad Outline of the CTC Intensive Family Support Service

Intensive Family Support (IFS) is a unique program that provides case management and case work support to families within a child protection framework.

IFS aims to build the capacity of families to adequately nurture, protect and keep their children safe and in the home and to improve family functioning and relationships.

The service responds to vulnerable families with children and young people (unborn to 18) who are at risk of involvement in the statutory child protection system. IFS is a consent based program providing case management for clients. Staff work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services.

The desired outcomes of IFS are:

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- Improved wellbeing and safety of children, young people and their families
- Strengthened capacity of parents to care for and protect their children
- Fewer children and young people entering the statutory child protection system

The “RENEW” IFS South Burnett (RENEW IFS) model builds on the IFS framework and incorporates some local elements towards successful and sustainable outcomes. The service has three phases of support:

- Active engagement utilising people and services with whom the family is comfortable; meeting people at a safe place of their choice; rapid take up of referral; focussing on immediate assistance through practical help and utilising a strength based, solution focused model with families.
- Practical, concentrated hands on assistance. Initial support will be intensive and will include:
 - Developing a single case plan
 - Providing supported referrals to specialists including clinical or therapeutic services
 - Linking the family to supports such as housing, emergency relief, child care, tutoring
 - Providing practical in home support such as developing daily routines, embedding behaviour strategies for children, budgeting, shopping and cooking
- Ongoing engagement with the family to ensure the strategies from the single case plan are embedded and continue. Families will also be encouraged to be involved in groups around support or involvement of their children.

RENEW IFS supports families (the broader definition of family including a sole parent, grandparent, relative carer, dual parents, blended families, separated families etc.) where:

- There is a child or young person (unborn to under 18 years); and
- The family has multiple and/or complex needs; and
- The family would benefit from access to intensive and specialist support services; and
- Without support the child or young person and family are at risk of entering or re-entering the statutory child protection system; and
- The child or young person is not currently in need of protection

The RENEW IFS team works as part of the broader service sector, building in specialist support when required and assessing the broader vulnerabilities for the client including housing, mental health, drug and alcohol addiction, unemployment and financial stress. Staff have the support of other CTC services to achieve effective engagement; through existing relationships with staff from other services, from local knowledge (including specific cultural knowledge) and the utilisation of other service’s resources when required (offices, vehicles, engagement tools).

RENEW IFS has a particular focus on effectively engaging and responding to Aboriginal and Torres Strait Islander children, young people and families through culturally responsive systems and services and through recognising, respecting and valuing Aboriginal and Torres Strait Islander cultures.

An individualised single case plan is developed for each family receiving support.

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Broad Outline of South Burnett CTC Inc (CTC)

Information on the objects, mission, vision, values, Board of Governance and current operations of CTC can be found at www.sbctc.com.au.

Qualifications, Experience and other Pre-Requisites for the Position of Family Support Practitioner

Industry Experience/Qualifications/Licences

- Tertiary qualifications (University level, 3 or 4 year degree) in Human Services or a related field
- Experience in working with complex issues such as family and domestic violence, alcohol and drug addictions, mental health, gambling and other contributing factors within a vulnerable family
- Ability and willingness to provide practical in home support to families through a strength based approach
- Experience in compiling case notes, safety plans, risks assessments and support plans
- Demonstrated skills in maintaining personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Ability to use a variety of tools to successfully engage with hard-to-reach families and lead a single case plan
- An understanding of and ability to undertake assessments as per the Collaborative Assessment and Planning Framework
- Ability to respond in a culturally sensitive way to service users and community need
- A professional understanding of privacy and confidentiality in relation to the sharing of information
- An understanding of the Domestic and Family Violence Prevention Act 2012 and the Child Protection Act 1999
- An understanding of the Human Services Quality Framework (HSQF)
- Qld Driver Licence
- First Aid and CPR Certificates

Screening

- Working with Children Blue Card
- Ability to meet and maintain any future screening requirements

Time Management and Accountability

- Time management and IT competency to ensure all assessments, case notes, home visits, training, departmental meetings and other responsibilities/deadlines are met and to ensure that client files are kept up to date within the required timeframe on a data capture system

Availability and Flexibility

- Flexibility to adjust hours when required to meet the support and safety needs of clients

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Broad Outline of the Responsibilities of the Family Support Practitioner Position

Provide To and Receive Support from the Team Leader - Work closely with the Team Leader:

- By having regular, informal discussions in relation to your caseload and other aspects of your work and formally during monthly support and supervision meetings
- To ensure your safety in all aspects of your role and the safety of others
- To provide input into the continuous improvement of the Service's Policies and Procedures and associated practices
- To identify opportunities for your professional development
- To develop the skills and qualifications to backfill the Team Leader position if required
- To ensure you receive regular external support and supervision (with attendance at least once every 3 months)
- To fulfil the team's commitment to participate in the Youth & Family Services Intake Roster

Service Delivery

- Effectively engage with hard to reach families
- Within 3 working days of completing intake with a family, complete and upload SDM Safety Assessment.
- Within the first month of working with a family focus on building rapport and actively engaging them.
- Within the first month of working with a family, utilise tools such as the Three Houses and the Circles of Safety and Support.
- By one month of working with a family, complete and upload a Collaborative Assessment and Planning Framework.
- By one month of working with a family, complete and upload a SDM Family Risk Evaluation (FRE) and Family Assessment Summary Tool (FAST)
- Every 3 months complete a subsequent SDM Safety Assessment, SDM Family Risk Re-evaluation (FRRE) and SDM Family Assessment Summary Tool (FAST).
- Update the SDM Safety Assessment whenever a family's circumstances change
- Complete case notes within 24 hours of contact with client
- Develop and take the lead in a single case plan through effective case coordination meetings with other stakeholders. Ensure this case plan is progressed
- Involve wrap around services through supported referrals to support a child, young person and family
- Provide practical in home support including the establishment of routines
- Have regular contact with each family depending upon their FRE/FRRE level. High families require at least weekly visual contact. Moderate and Low families can have fortnightly visual contact.
- Work collaboratively with other services towards outcomes for clients
- Ensure safety and risk are the priority, refer to the Team Leader and PCPP when risk to the child or young person constitutes harm
- Screen for domestic violence using the level 2 RASP assessment tool (with support from Domestic Violence specialists) and develop safety plans to assess, monitor and minimise risk
- Utilise brokerage to achieve sustainable outcomes for families (brokerage must be approved prior to expenditure)
- Notify Team Leader if a child or young person is in need of protection when a "child has suffered or is suffering, or at unacceptable risk of suffering "significant" harm and/ or neglect and has no parent willing and able to protect them"

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- Participate in fortnightly RENEW IFS Team Meetings to monitor that the service is meeting the needs of clients, the community and contractual outputs as outcomes and that strategies for continuous improvement are identified and implemented as required
- Maintain office systems and processes including vehicle checks, receipts fuel docketts
- Maintain CTC vehicles to the highest standard and ensure log books are completed upon use of car/s
- Comply to investment specifications and Output Funding and Reporting Rules
<https://www.cyjma.qld.gov.au/about-us/funding-grants/investment-specifications>
- Work with at least 18 families per year
- Provide a minimum of 32 hours of needs assessment and management of case/service plans per week or 1473 hours per year (pro-rata)

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Qld Human Rights Act
 - Human Services Quality Standards
 - CTC Staff Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People
 - NDIS Code of Conduct Code
 - NDIS Practice Standards
 - National Standards for Disability Services

Reviews

Performance will be reviewed prior to the end of the contract according to the details of this and any revised position descriptions.