

Position Description			
Name	Family Services	Date	
Position Title	Family Services Practitioner – Disability		
Department	Community Inclusion Families Communities & Culture		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification	<ul style="list-style-type: none"> • Social and Community Services Worker Level 5, Pay Point 2 • 3 days per week (.6EFT) position until June 30, 2022 • Initial 6-month probationary review and then annual performance appraisal. 		
Primary Site	<ul style="list-style-type: none"> • Based in Wodonga or Wangaratta, with the ability to travel between sites and across the service area 		
Reporting to	Program Manager of Community Inclusion and Team Leader Parent Education		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	Gateway Health staff; including Community Inclusion (CI), Families, Communities and Culture (FCC), Rural Health, finance, intake, quality, risk/compliance and People Working Well.		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Clients, families and carers • Ovens Murray Child & Family Services Alliance • NDIS Support Coordinators • Department of Families, Fairness and Housing (DFFH) • Other Government Departments, such as Child Protection and Justice • National Disability Insurance Agency (NDIA) • La Trobe Community Health Service and Interreach – Local Area Coordinators (LAC) • Disability service providers • Community Services, Family services, Mental Health and Health Providers • Schools 		

<p>Program Information</p>	<p>The aim of Family Services is to promote the safety, stability and development of vulnerable children, young people and their families and build capacity and resilience for children, families and communities. The Family Services case work component of integrated family services engages families by using a range of skills and approaches that build on family strengths, and seeks to build a partnerships approach between families and professionals.</p> <p>The Children with Complex Disability Support Needs (CCDN) Program is a project funded by the Victorian DFFH, and aims to assist vulnerable children and parents with disability to access disability supports and participate effectively in the NDIS.</p> <p>Gateway Health will offer this program in an integrated model, enabling the Specialist Disability Practitioner to draw on expertise and peer support from both the CI and FCC programs.</p>
<p>Purpose of the role</p>	<p><i>The role is a combined role that blends the traditional Family Services (FS) practitioner role with the specialist role of Children with Complex Disability Support Needs (CCDN) practitioner role. Both roles base their practice the Best Interest Case Practice framework within the Ovens Murray Child & Family Services Alliance partnership. (The role will be divided up as .4 CCDN & .2 FS)</i></p> <p>The primary client group for integrated family services is vulnerable children and young people aged 0 to 17 years (including unborns) and their families who are:</p> <ul style="list-style-type: none"> • Likely to experience greater challenges because the child or young person’s development has been affected by the experience of risk factors and cumulative harm and/or has a diagnosed disability. • At risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p>

	<p>Our Principles :</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.

Key Responsibilities and Accountabilities

Role Specific

The service approach employed by integrated family services and Children with Complex Disability Support Needs case work includes:

- Providing a suite of services tailored to meet the needs of the child, young person and their families, which also reflects case plans developed by DHS.
- Provide intensive early intervention services to avoid premature and unnecessary involvement with Child Protection services.
- Provide support and early intervention strategies where there are risk factors including neglect/cumulative harm indicators present for children and young people and their families
- Using a child-youth centred, family-sensitive approach to ensure services are provided in the best interests of the child
- Working collaboratively with Child Protection to develop effective diversionary responses aiming to prevent families' progression into the statutory Child Protection system.
- Support all stakeholders growing knowledge and understanding of culturally appropriate variance.
- Addresses the challenges many vulnerable families experience with accessing disability supports by:
 - Supporting families with NDIS access and participation
 - Assisting families to navigate disability support and mainstream service systems, and
 - Providing disability-related consultation to the broader family services system
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.
- Participate in regular intake/client case meetings with DFFH as required.
- Provide evidence-based practice in line with professional and funding requirements
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including excel spreadsheets.
- Databases are kept up to date at all times
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software
- Active participation in Professional Development
- Active participation in specific clinical supervision
- Completion of Mandatory training

Financial Management

- Invoices raised and processed within funding / program deadlines
- Contribute to client brokerage process and complete associated doceumentation as required.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the team, work environment and to GH.

- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.

Technical Skills / Industry Knowledge

- Comply with minimal funding requirements
- Complete annual renewal of registration to practice (as required).

Gateway Health Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability and willingness to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Social Welfare, Community Services, Allied Health, or Disability, and a minimum of two years experience in disability, family services or relevant setting.
3. Demonstrated skills and experience in supporting children and young people with complex disability needs, including case management or Support Coordination, and implementation of positive behaviour support plans.
4. Demonstrated skills and experience in engaging with vulnerable children, young people and families using an outreach approach, and an understanding of the environmental factors which may impact on this work
5. Demonstrated skills and experience in undertaking comprehensive assessments with children and young people, including risk assessments, and developing individualised action plans and strategies
6. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
7. Knowledge of and experience in using a trauma-informed approach with children, young people and families, including where family members experience disability.
8. Well-developed communication skills with the capability to relate complex information in a simple and clear manner; prepare reports and correspondence in a manner appropriate to the purpose and audience; and develop and maintain effective working relationships with children, family members and a variety of other stakeholders.
9. Well-developed skills in advocacy, negotiation and conflict resolution in a variety of settings.
10. Current Australian Drivers Licence or accepted International Drivers licence

Mandatory Requirements

- Current Australian Drivers Licence or accepted International Drivers licence
- Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check and Victorian Working with Children Checks and Covid-19 Vaccination status must be provided prior to commencement.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by
(print name):**

**Employee
Signature:**

Date:
