

Position Description

Position Title:	Practitioner, Family Mental Health Support Service
Program:	Family Mental Health Support Service, Mental Health, Wellbeing and Early Years, Community Wellbeing
Location:	4-6 Peel Street North, Ballarat. Travel to other locations will be required.
Reports To:	Team Leader, Mental Health and Wellbeing
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About the Program

CatholicCare Victoria's Community Wellbeing portfolio programs provide comprehensive, client focused services for individuals, couples, families, youth and children. Our services are informed by an approach that values human dignity and the belief that positive relationships lead to positive lives and wellbeing. The service design aims to ensure that our programs are inclusive, responsive to the needs of people, and operate at the highest levels of quality and professionalism. CatholicCare Victoria aims to address present and changing needs of our clients, advocate for change and equity, deliver creative and flexible services, and improve community access for all. Services are integrated and strengths-based.

The Family Mental Health Support Service program is provided within the Mental Health, Wellbeing and Early Years stream. Other programs include Mental Health Planned Respite and Housing-Mental Health Pathways.

Family Mental Health Support Service (FMHSS): This program provides flexible and responsive services for children and young people up to the age of 18. Staff work with the child/young person and their family to identify risk

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factors or issues which may lead to poor mental health outcomes later in life and collaboratively plan to address these issues and strengthen protective and positive factors. The FMHSS has three components: Intensive, long-term, early intervention support for children, young people and their families which may include assessment and identification of needs, practical assistance and home-based support, linking with other relevant services, and targeted therapeutic groups; Short-term immediate assistance for families which may include assessment of needs, information or referrals, and limited support; Community outreach, mental health education and community development activities which may include organisation of, and participation, in community events and general work in the community.

Position Summary

The Practitioner, Family Mental Health Support Service, will provide intensive, long-term, early intervention support for children, young people and their families; short-term immediate assistance for children, young people and their families; and community outreach, mental health education, community development activities, and therapeutic group-based programs.

The position requires capacity to work flexibly outside of core business hours to support the work with children, young people and their families, including outreach and outpost travel.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> Complete Intake and Assessment, including risk assessment and screening, which will include assisting clients/colleagues to develop and implement safety plans if necessary, prioritising of clients, and facilitating appropriate referrals and intervention as required. Using evaluation tools, case management and a wraparound framework, work directly with children, young people and families in accordance with the program guidelines and practice instructions. Provide quality, culturally responsive, respectful and inclusive services to Aboriginal and Torres Strait Islander children, young people and their families and relevant community members. Provide quality, culturally responsive, respectful and inclusive services to children, young people and their families from culturally and linguistically diverse backgrounds. Provide active and assertive in-home or community-based support to children, young people and their families to support their engagement and access to services. Utilising the Outcomes Star suite as the primary tool, collaboratively develop and implement a Family Action Plan. Co-facilitation of individual and group programs as identified through intake and assessment, feedback, analysis and client and carer identified need. Assist families to develop skills in relationships and parenting through one-on-one support or through facilitation of group-based programs. Assist families to develop community networks that will strengthen their family functioning. Facilitate referrals for families to use other specialist services. Provide program information to key stakeholders and the broader community.

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Service Quality	<ul style="list-style-type: none"> • Ensure compliance with the Mental Health Act (2014) and with the Children, Youth and Families Act (2005) and other relevant legislation, and to operate at all times with awareness and understanding of the provisions of the Acts. • Ensure compliance with the Victorian Child Safe Standards. • Ensure all client information remains confidential as per the Privacy Act 1988 (Cwlth), organisational guidelines, program requirements and industry/sector expectations. • Maintain client data and information as required by legislation and funding body requirements. • Ensure the accurate and timely entry of data and case notes as outlined in program guidelines and in accordance with organisational client data management protocols and guidelines. • Ensure case throughput as required by funding and service agreements. • Participate in evaluation processes to improve client outcomes and service responsiveness and flexibility.
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop, maintain and strengthen existing and new linkages with a range of service providers and stakeholders. • Participate in network and alliance activities as delegated.
Professional Development	<ul style="list-style-type: none"> • Participate in training and education relevant to the role as identified. • Engage and participate in supervision with line management. • Participate in performance management reviews.
Team Participation	<ul style="list-style-type: none"> • Contribute to a culture of mutual support, learning and practice excellence by maintaining currency with research and evidence-based practice. • Contribute to building team capacity and effectiveness to deliver evidence and strengths-based programs, including participation in team meetings and reflective practice. • Participate in organisational meetings and activities as required.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Mental Health and Wellbeing.

Authority:

The position works within established guidelines and established practices. The position exercises a degree of autonomy. Significant decisions require the approval of the Team Leader and/or Program Manager and/or General Manager, or other persons acting with this authority.

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships: Works under direction from the Team Leader, Mental Health and Wellbeing and will develop effective working relationships with all employees and leadership staff across CatholicCare Victoria.

External Relationships: A range of stakeholders, including however not limited to, mental health service providers, Primary and Secondary Schools, community service organisations, and sector networks and alliances.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

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Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Diploma qualifications or higher in Community Services, Education, Youth Work, Counselling, or other sector or experience in working with a focus on mental health and wellbeing with children and young people in an early intervention context.

Experience

2. Demonstrated experience in service coordination and the application of case management principles and practice, including experience and understanding of risk and needs assessment frameworks and applications.
3. Demonstrated experience in the facilitation of psycho-educational group work for children and adults within current research-based industry accredited frameworks.

Knowledge, Skills and Attributes

4. Demonstrated knowledge of mental health issues that impact families, children, and young people and the application of relevant theories, psycho-educational interventions within a case management and family inclusive community-based approach.
5. Demonstrated ability to work collaboratively and effectively across service sectors and with organisations that are primary sources for identifying children and youth at risk of mental health issues / mental illness.
6. Demonstrated understanding of practicing in a culturally safe way and of the requirement for Aboriginal self-determination.
7. Demonstrated understanding of appropriate behaviors when engaging with children and young people, including those with a disability and from culturally and/or linguistically diverse backgrounds.
8. Demonstrated understanding of evidence-based practice development and continuous learning.
9. Highly developed interpersonal, verbal and written communication skills, including report writing and priority and time management capability.
10. Experience in service promotion and community education, including development and maintenance of stakeholder relationships and facilitation of community and stakeholder forums.
11. Knowledge of relevant legislation and an understanding of funding body guidelines and organisational practice instructions.

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Child Safety

12. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
13. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
14. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- NDIS Screening (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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