

Position Description



Job Title	FAMILY SUPPORT PRACTITIONER
Location	Outer South Eastern suburbs
Department	Family Support Team
Reporting To	Direct: Family Support Team Manager Indirect: Supervisor
Main Purpose of Position	<ul style="list-style-type: none"> • Providing high quality psychosocial support to families registered with Very Special Kids using a variety of interventions relevant to working with children with life threatening conditions and bereavement support • Program co-ordination and group work activities • Working effectively as part of a skilled, creative, professional and compassionate team • Training and supervising volunteers
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority Manual
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Supervisor • Family Support Team Manager • Deputy Family Support Team Manager • Hospice Manager • Volunteer co-ordinator • Family Support Team and Hospice Staff <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids families • Very Special Kids volunteers • Hospitals and allied health providers • Community agencies

KEY SELECTION CRITERIA

Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in social work, psychology, counselling, family therapy or equivalent
Experience Skills and Knowledge	<ul style="list-style-type: none"> • Direct significant experience working with children and families in the disability sector, community development, or the general health field required.

	<ul style="list-style-type: none"> • Preferably including mental health, paediatrics and palliative care/grief and loss. • Demonstrated ability to provide therapeutic intervention including formal counselling and emotional support to one or more family members, including children • Demonstrated understanding and application of counselling theoretical frameworks • Demonstrated ability to undertake psychosocial assessment and develop, implement and review level of support required to meet the changing needs of families • A genuine interest and commitment to working with Aboriginal and Torres Strait Islander, LGBTIQ, refugee and culturally diverse families and communities, and other higher risk cohorts. • Proven experience in building community relationships and presentation skills • Demonstrated capacity and experience in working collaboratively with other stakeholders and systems including making appropriate referrals to external agencies • Demonstrated ability to co-ordinate, facilitate and evaluate group programs offered to Very Special Kids' parents, siblings and families • Ability to work in collaboration with colleagues within a multi-disciplinary team, as well as with the broader Very Special Kids community • Excellent communication and interpersonal skills including written and oral skills • Demonstrated presentation /public speaking skills • Strong computer word processing and administration skills with capacity to troubleshoot software and hardware issues as required
Values and Attributes	<ul style="list-style-type: none"> • Commitment to child-safe work practices and working in a child-safe environment • Commitment to the provision of family centred care • Commitment to the purpose, values and philosophy of Very Special Kids • Ability to reflect on own work practice, undertake professional development and self-care • Commitment to quality improvement and ongoing evaluation • Commitment to contributing to a harmonious work environment

KEY AREAS OF RESPONSIBILITY	
Organisation	Key Performance Indicators
Communicating effectively to build positive and harmonious working relationships within the organisation	<ul style="list-style-type: none"> • Open and positive relationships with other staff • Regular formal and informal communication across all teams • Demonstrated commitment to team work, working within a multi-disciplinary team • Engage in quality improvement through involvement in FST related committees
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation	<ul style="list-style-type: none"> • Maintain and build the reputation of the organisation • Work within the mission, vision and values of Very Special Kids
Community	Key Performance Indicators
Network with appropriate external or referral bodies and represent Very Special Kids within the community, including public presentations as required	<ul style="list-style-type: none"> • Very Special Kids profile is maintained and expanded in a positive manner • Appropriate referrals are effected • Membership of relevant community groups • Public presentations are professionally delivered

Family	Key Performance Indicators
Maintain a caseload of families to whom counselling and support is provided for both bereaved and non-bereaved families	<ul style="list-style-type: none"> • Support is provided in accordance with Very Special Kids policies and procedures • Individual family plans & ongoing assessment processes are adhered to • Provide End of Life support when required • Annual reviews are effected
Engagement of families that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including Aboriginal and Torres Strait Islander families, emerging culturally diverse communities and greater risk cohorts including LGBTIQ.	<ul style="list-style-type: none"> • Ensure access to information and services and delivery of counselling and support practices reflect the needs of the families backgrounds.
Co-ordinate and attend group work programs, family activities and events as required	<ul style="list-style-type: none"> • Events will be offered to families in accordance with Very Special Kids policies and procedures • Ensure service delivery practices acknowledge and accommodate diversity and inclusion in a meaningful, authentic way. • Group programs will be created, facilitated and evaluated to address presenting needs in the region
Maintain accurate budget reports	<ul style="list-style-type: none"> • Program planning, budget reports and evaluations provided with relevant statistics in accordance with agreed time frames
Maintain administrative systems for families ensuring up to date case notes and statistics are recorded on computer data system	<ul style="list-style-type: none"> • Reports, assessments and program planning provided with relevant statistics in accordance with agreed time frames • Documentation of all contacts together with comprehensive note taking in accordance with professional guidelines
Ensure maintenance of confidential records of families	<ul style="list-style-type: none"> • All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies
Co-ordinate complaints and grievances related to families in line with approved policy	<ul style="list-style-type: none"> • All complaints and grievances dealt with in accordance with approved organisational policies
Volunteers	Key Performance Indicators
Train, link and supervise volunteers	<ul style="list-style-type: none"> • Support and supervision is provided in accordance with Very Special Kids policies and procedures • Annual reviews are effected
Participate in and co-ordinate volunteer activities and events as required	<ul style="list-style-type: none"> • Successful implementation of volunteer support programs • Attendance at Volunteer Appreciation and other appropriate events
Ensure maintenance of confidential volunteers records	<ul style="list-style-type: none"> • All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies

Co-ordinate complaints and grievances related to volunteers	<ul style="list-style-type: none"> All complaints and grievances dealt with in accordance with approved policies
Quality, Safety and Improvement	
<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> Acting in accordance and complying with all relevant Safety and Quality policies and procedures Identifying risks, reporting and being actively involved in risk mitigation strategies Participating in and actively contributing to quality improvement programs Complying with the requirements of the National Safety & Quality Health Service Standards Complying with all relevant clinical and/or competency standards <p>Complying with the principles of Patient and Family Centred Care that relate to this position.</p>	

CONDITIONS OF SERVICE	
Hours	Part Time 3 days per week i.e. 45 hours a fortnight (flexibility available). Position may require out of hours work.
Other	Current driver's licence required
Salary Package	Pursuant to relevant Enterprise Agreement, plus superannuation and salary packaging
Tenure	Permanent position following conclusion of six months probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

APPROVALS	
Created by:	Peggy Hogan
Approved by:	Peggy Hogan & Katrina Hall
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