

Position Description

Very Special Kids believes that all children and young people have the right to quality of life, no matter how long or short their life may be.

Position Title:	Family Support Practitioner
Location:	Officer
Department	Service Delivery
Reporting To:	Direct – Family Support Manager Indirect – Family Support Team Leader
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 limiting conditions and bereavement support. • Working effectively as part of a skilled, creative, professional, and compassionate team. • Training and supervising volunteers in conjunction with the volunteer coordinator.
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Family Support Team Leader • Family Support Manager • Hospice Manager • Volunteer Manager • Volunteer Coordinator • Service Delivery Team <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	<p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Tertiary qualification in social work, psychology or equivalent • Eligibility for membership of, or registration by, relevant professional bodies

	<p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Direct significant experience working with children and families in grief and bereavement, family services, or the general health field required. • Demonstrated ability to provide trauma informed therapeutic intervention, including formal counselling and emotional support to one or more family members, including children and young people • 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. • Proven therapeutic program implementation skills including service planning, evaluation and impact, and quality improvement activities. • 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 working collaboratively with other stakeholders and systems including making appropriate referrals to external agencies. • 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. <p>Values and Attributes</p> <ul style="list-style-type: none"> • Commitment to upholding the Victorian Child-Safe Standards. • 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

- Communicating effectively to build positive and harmonious working relationships within the organisation
- Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation

Key Performance Indicators

- Open and positive relationships with other staff
- Regular formal and informal communication across all teams
- Demonstrated commitment to teamwork, working within a multi-disciplinary team
- Engage in quality improvement through involvement in organisational relevant working groups and committees
- Maintain and build the reputation of the organisation.
- Work within the mission, vision, and values of Very Special Kids

Community

- Network with appropriate external or referral bodies and represent Very Special Kids within the community, including public presentations as required

Key Performance Indicators

- Very Special Kids profile is maintained and expanded in a positive manner
- Membership of relevant community groups
- Public presentations are professionally delivered

Family

- Provision of high-quality tailored support to bereaved and non-bereaved families across the state
- Provision of end-of-life care as part of a multidisciplinary service delivery team
- Development and delivery of therapeutic group programs and attendance at key events as required
- Capacity to measure impact and assess ongoing need
- 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
- Ensure maintenance of confidential records of children and families
- Co-ordinate complaints and grievances related to children and families in line with approved policy

Key Performance Indicators

- Support is provided in accordance with Very Special Kids policies and procedures
- Individual children and family plans & ongoing assessment processes are adhered to
- Consumer engagement and satisfaction
- Documentation of all contacts together with comprehensive note taking in accordance with professional guidelines
- Ensure access to information and services delivery practices reflect the needs of the families' backgrounds
- All records maintained in accordance with the Very Special Kids Clinical documentation and Privacy and Confidentiality policies.
- Reports, assessments, and data analysis provided with relevant

	<p>statistics in accordance with agreed time frames</p> <ul style="list-style-type: none"> • All complaints and grievances dealt with in accordance with approved organisational policies and use of incident management system
--	--

Volunteers

Key Performance Indicators

<ul style="list-style-type: none"> • Contribute to recruitment and training of volunteers • Link and supervise volunteers • Participate in and co-ordinate volunteer activities and events as required • Ensure maintenance of confidential volunteer's records • Escalate complaints and grievances related to volunteers 	<ul style="list-style-type: none"> • Develop and deliver appropriate training modules. • Support and supervision is provided in conjunction with volunteer Manager/Coordinator and in accordance with Very Special Kids policies and procedures • Support the volunteer services team to implement volunteer led programmes. • Mentor, supervise and support volunteers to contribute to program delivery and quality improvement • Attendance at Volunteer appreciation and other appropriate events • All records maintained in accordance with relevant policies. • All complaints and grievances logged in EQstats and escalated to Volunteer Manager
---	--

Quality, Safety, and Improvement

<p>Very Special Kids 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 • Complying with the principles of Patient and Family Centred Care that relate to this position • Complying with the principles of Child Safe Standards that relate to this position

Conditions of Service	
Hours	Part Time working hours – 22.5 or 30 hours per week. Position may require out of hours work.
Other	Current driver’s licence
Salary Package	Pursuant to relevant EBA plus superannuation and NFP salary packaging.
Tenure	Permanent
General	Employment with Very Special Kids will be subject to a satisfactory Police Check, a Working with Children Check and evidence of up-to-date COVID vaccination.

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:	Family Support Manager
Approved by:	General Manager People & Culture
Date of Last update:	August 2023