



Position Description

Practice Specialist: Practice Improvement Family Preservation

Western Sydney Nepean Blue Mountains (WSNBM)

April 2022

Agreement

Signed–Manager

Signed–Employee

Date

Date



Practice Specialist: Performance Improvement

Family Preservation WSNBM

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- Our Clients
- Our People
- Our Operations
- Our Financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Family Preservation

The aim of Family Preservation is to enable children and young people to remain living safely at home wherever possible and prevent an unnecessary out-of-home-care placement. The program focuses on improving family functioning and enable families to access appropriate social and practical support for children and young people aged 0-17 years of age.

The program is in alignment with the “Premier’s Priorities” to decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.

Priority access for new families is:

- Children & Young People at Risk of Significant Harm (ROSH) referred by DCJ
- Families with children under 5 years old
- Aboriginal Families
- Young pregnant people in Out of Home Care (OOHC)
- Young parents in OOHC or leaving OOHC
- Newly arrived refugee families
- Unaccompanied children in specialist housing services
- Existing Clients from the Department of Communities & Justice (DCJ) referral pathway transferring to a new area.

Eligibility for families will be guided by:

- Domestic and Family violence
- Drug and Alcohol misuse
- Mental health concerns
- A significant learning difficulty or disability
- Inadequate parenting skills or supervision
- Limited family, social or community supports
- Support families where restoration is occurring
- Limited school attendance
- A health condition requiring ongoing treatment.

3 Overview of Role

- Work as directed by Operations Manager in collaboration with the Manager Central Services and HR, Senior Program Manager, Program Managers, Other Practice Specialists, Team Leaders and Aboriginal Mentor in delivering the Family Preservation WSNBM program and ensure services are delivered in keeping with the Service Specifications and the Family Preservation WSNBM Service Provision Guidelines
- Work closely with internal Practice Specialist Implementation Lead and Practice Specialist Data & Outcomes, Carelink Specialists, Wesley Quality Risk and Compliance and the Department of Communities and Justice
- Identify emerging needs in practice and develop strategies that drive continuous improvement in service delivery
- Develop and drive high quality and consistent practice in the Family Preservation service provision that is in line with the practice principals and industry best practice standards
- Develop a collaborative, creative and positive workplace culture
- As directed by the Operations Manager, other activities to support the delivery of the Wesley Family Preservation Business Plan and Wesley Mission Strategic Plan
- Comply with Wesley Mission's Code of Conduct and Family Preservation's "Vision, Values & Behaviours" statement.
- Become a lead trainer in required Programs and when necessary, develop training packages
- Provide Overall Practice Development in line with results from file reviews, surveys and consultation with Operations Manager and Practice Specialists

4 Relationships

Reports to: Operations Manager

Other: All Family Preservation staff; liaise and work with staff from Government and Non-Government agencies involved in the provision of Family Preservation services.

5 Major Role Responsibilities

5.1 Our Clients

- Support Senior Program Manager, Program Managers, Team Leaders and Caseworkers to work within the Family Preservation guidelines and practice principles:
 - Child centred, family focused, trauma informed, culturally appropriate, and strengths based
 - Flexible and reflect that family's needs are not static
 - Work as a collaborative practitioner, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting
 - Engage families in relevant service delivery components.
- Maintain a working understanding of collaborative coaching, trauma informed, strengths-based, and solution focused approaches within the context of child protection concerns and best practice standards in the provision of effective services to children and families
- Ensure fidelity to professional standards of practice, established in practice manuals, policies and procedures, identified and agreed professional practice principles and specialist training - considering the child and young person in the family and family in community
- Support Senior Program Manager, Program Managers, Team Leaders & Caseworkers in identifying and responding to concerns for children's safety, welfare and wellbeing, as per the procedures
- Establish & maintain strong relationships with relevant community stakeholders & promote the engagement of these services to provide evidence-based parenting programs to Family Preservation WSNBM families when necessary.
- Liaise with agencies identified as 'Prescribed bodies' by the NSW Children and Young Persons Care and Protection Act, 1998 for the purpose of information exchange relating to the care and wellbeing of children involved in the Family Preservation WSNBM program,

5.1.1 Performance Measures

- Key relationships are functioning well
- Develop program logic
- Continually improve and update data reporting systems
- Assist teams to achieve targets set out in Service Provision Guidelines
- Develop and review Child Protection reporting documents for the Region that ensure actions are in line with policy and procedure
- Continually improve practice outcomes
- Develop File reviews to show compliance to procedures and best practice
- Conduct file reviews when a Critical Incident occurs to identify practice gaps and learning opportunities

5.2 Our People

- Work with other Family Preservation staff in the capacity development and program fidelity, and provide direction to the Senior Program Manager, Program Managers, Team Leaders, and Caseworker
- In conjunction with the Operations Manager, develop and lead monthly Leadership reports to showcase practice development and results against Service Provision Guidelines
- Uphold and promote the Collaborative Disposition in all aspects of your work
- Run reflective practice sessions to assist workers to link data with overall performance indicators of the Family Preservation program
- Review ROSH reports and Non-Rosh/Information Only reports that require a caseworker response. This will involve liaising with the relevant Program Managers and supervisors around the determined course of action to manage escalating risk of harm for children
- Identify and recommend opportunities to increase team satisfaction
- Work with the Manager Central Services around the selection, induction, retention, training and assessing of new staff, when required
- In line with advice from the Manager Central Services ensure all HR process and procedures are followed in order to provide the best possible support to the Foundations for Change Facilitators
- Participate, and at times lead, team meetings, team building initiatives, conflict resolution, service review, planning and evaluation meetings
- Ensure staff participate in ongoing training, staff satisfaction surveys and recognition activities,
- Create and support a team culture of openness, continuous improvement, support, and respect across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values
- Ensure all policies and procedures are understood and adhered to and seeking clarity with supervisor as required
- Come prepared and engage in Supervision on regular basis with the Operations Manager
- Regularly report to the Operations Manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team motivation and satisfaction

5.2.1 Performance Measures

- Successfully achieved induction, orientation and mandatory training within 12 months for yourself and your team
- Child & Young Person protection reports and responses by Family Preservation are actioned as per procedure
- Conduct Critical incident file reviews and provide recommendations
- Training program rolled out successfully
- Engage with new practices, policies and procedures and ensure staff compliance
- Conduct annual Employee Contribution and Development Plans with all direct reports

- Record Team Leader monthly supervision sessions and fortnightly “Catch-Up Conversations” in a timely manner
- Key relationships with direct reports are functioning well.

5.3 Our Operations

- Ensure services are delivered in keeping with Foundations for Change, Service Provision Guidelines and Wesley Mission Family Preservation WSNBM procedures
- In consultation with the Operations Manager, support annual quality & compliance audits in collaboration with the QRC Specialist.
- Coordinate performance reporting including key performance indicators, development plans and annual appraisals
- Support the ongoing implementation of Foundations for Change, including training and development, and integration of SafeCare and assessment tools
- Work with the leadership team in identifying areas of future development of teams to ensure implementation is successful
- Develop internal scorecards for file audits that monitor and track service provision guidelines and contractual obligations
- Work with the internal stakeholders on the management of the Carelink+ system and upgrades that may be required
- Conduct regular file reviews/file readings and provide high quality feedback reports that assist with the growth and development of practice within the program
- Maintain a working knowledge of and adhere to, The Children and Young Persons (Care and Protection) Act 1998), the Privacy Act and other relevant legislation
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by DCJ
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times,
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirement,
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- Identified WHS matters are dealt with and resolved within required timeframes
- Key relationships with direct reports and key stakeholders are functioning well
- Outcomes from continuous improvement, quality audit and file readings demonstrate no major issues and recommendations are implemented
- SafeCare and practice documents are reviewed and up to date
- Family Star data is reviewed regularly and reported to Leadership
- Regular reporting requirements are met
- Achieved working knowledge of:
 - Funding guidelines
 - Wesley Mission employee handbook
 - Relevant policy and procedures

5.4 Our Financials

- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- Six monthly audits of vehicles and other assets
- Current funding maintained.

6 Professional responsibilities

- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, WHS Act and other relevant legislation and policies
- Be responsible under the WHS Act for the health and safety of all persons you meet during your employment. All hazards and injuries must be reported as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Take responsibility for personal career development and training and participate on a quarterly basis in Wesley Mission's Employee Contribution & Development process
- In relation to Wesley Mission and the Uniting Church in Australia, attend worship services, functions, meetings, seminars, and training courses as directed by your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes as per standard policy and procedures
- Administer the "Philosophy of Care" and other relevant policy documents as appropriate
- Maintain confidentiality in all aspects of Wesley Mission's work
- Ensure the reputation and integrity of Wesley Mission is always maintained.
- Be a strong ambassador for the Wesley Family Preservation team.
- Advocate for vulnerable families and the Family Preservation WSNBM program with other relevant community services sector and Government agencies.

7 Selection criteria

Essential:

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science, or related fields, or willing to complete a qualification within a reasonable timeframe
- Minimum 5 years' experience in working with vulnerable families experiencing stressors, including domestic violence, child protection issues, parent drug and alcohol misuse, parenting skills, child behaviour management, learning difficulties, parental mental health, and social isolation
- Thorough understanding of client management data systems and reporting
- Experience in developing scorecards, program logic and performance measurements
- Experience in client file auditing and reflective feedback reports
- Leadership and management experience including the supervision of staff and team development in a multi-disciplinary team, including public speaking and presentation capabilities
- Cultural competence and experience working alongside CALD and Aboriginal families
- Current NSW or National driver's licence
- Successful applicant will need a Working with Children's Check & National Criminal Record Check

Desirable:

- Knowledge of the local child and family support sector
- Experience in SafeCare delivery, or other parenting programs
- Completion, or close to completion, of a management or leadership course
- Experience in managing electronic files and data bases.

Vision, Values & Behaviours for Family Preservation

(This is to be read in conjunction with the Wesley Mission Code of Conduct)

Vision: To be the best we can be in a harmonious workplace.

Values:

- Relatedness: People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- Autonomy: Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- Competence: Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.

Behaviours Not Tolerated:

- Harassment: Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance or private life are all unacceptable.
- Bullying: Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities.
- Lateral Violence: Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eye-brows; exclusion; whining; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Behave with honesty and integrity.
- Punctuality (be on time for work) - start work on time & return from allocated breaks on time.
- Do not leave early unless authorised.
- Look after the cars and other Wesley property.
- Avoid participating in any form of gossip.
- Acknowledge and accept individual differences.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it's okay to say you are in a bad mood and you need some space and respect.
- Work efficiently: don't distract others by taking too much of their time.
- Treat each other with respect.
- Be wary of cliques or factions forming.
- Clean up after yourself.
- Dress appropriately and professionally.