



POSITION	Child and Family Practitioner Family Mental Health Support Service (FMHSS)	STATUS	Full time
REPORTS TO	Regional Service Manager	LOCATION	Frankston

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

PURPOSE OF ROLE

To provide intensive, long-term, early intervention and other support for children and young people and their families; short-term information, referral and assistance for families; and community outreach and group work.

To provide high quality non-clinical mental health support services to clients, in accordance with Better Place Australia’s Policies and Procedures and the Standards and Guidelines set by Government, with the aim to improve people’s ongoing financial capability and inclusion.

To provide early intervention support to vulnerable families with children and young people who are showing signs of, or are at risk of developing, mental illness

WORK PERFORMED

- Direct Service
- Provide three levels of support to vulnerable children, young people and their families and carers (where direct care and assistance is provided to the child or young person) including:
 - Intensive, long-term, early intervention case management support (including targeted psychoeducational group work). Our intensive interventions are informed by a child centric, family systems approach;
 - Short-term information, referral and assistance for families and carers; and
 - Community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to the mental health needs of children and young people.
 - Undertake comprehensive assessments of the child/young person and family to identify goals and the development of a Family Action Plan.
 - Engage children, young people and their families and carers, in the process of identifying and developing supports.
 - Identify and strengthen the protective factors in the lives of young people and their families.
 - Provide support with a primary focus on children and young people (up to the age of 18 years) while working with them in a whole-of-family context.
 - Ensure a flexible service approach encompassing community outreach, 1:1 and family support work, and delivery of educational activities.
 - Assist clients to engage with a range of relevant Community or Health providers, such as clinical mental health services.

- Increase clients economic and social participation in their communities.

Liaison and Coordination Responsibilities

- The establishment of partnerships and linkages with other services to establish good referral pathways into and out of the FMHSS service in order to reach vulnerable children, young people, families and carers who may not otherwise engage with the mental health or children's service sector.
- Interact and liaise with relevant organisations providing information and support to community workers. For example, Maternal Child Health, Community Centres, Refuges etc.

Responsibilities to Better Place Australia Practitioners

- Monitor and advise on the information provided by Intake Practitioners conducting screening, triage and needs assessments of clients.
- Act as a resource/support to other workers on mental health matters as required.
- Participate in staff development activities.
- Work within a multi-disciplinary team and provide support to other team members in their work, through the sharing of skills and knowledge.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services are in compliance with applicable funding contracts, including reporting requirements.

Administration Responsibilities

- Maintain accurate and up to date Client Records.
- Enter all required data into Client Record Management database within 5 days of activity.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Actively manage Outlook calendar ensuring it is consistently current up to 6 weeks in advance.
- Provision of accurate and timely reports so as to enable program and service evaluation and to inform decision making.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Other

- Other duties as assigned and which are consistent with the position.

REQUIRED QUALIFICATIONS AND EXPERIENCE

- Tertiary qualified in Community Services/Case Management/Mental Health/Social Work/Behavioural Sciences or other relevant field.
- Work experience in the mental health field.
- Experience in providing assessment, case management and support to children, young people and their families in the context of mental illness.
- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing.
- Demonstrated knowledge and understanding of child development, life course transitions and family dynamics.
- Demonstrated understanding of theoretical frameworks underlying social work and mental health interventions.
- Experience in working across social sectors of the community including culturally and linguistically diverse communities.

BEHAVIOURAL COMPETENCIES

- Well-developed communication and interpersonal skills
- Sound engagement and rapport building skills
- Strong needs and risk assessment skills
- Resilience in the face of complex client risks and systemic challenges
- Ability to think creatively and to develop creative solutions to situations as they arise
- The ability to work effectively both individually and as part of an integrated team
- Sound planning and organisational skills
- Self-directed approach to learning
- Sound computer literacy and data entry skills
- Current Victorian driver's licence

RISK SCREENING

- Current satisfactory National Police check
- Working with Children Check (Victoria)
- COVID 19 Vaccination (pursuant to the Acting Chief Health Officer's mandatory direction No 5)

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.