



Mansfield Shire

# Position Description

Family Services  
Practitioner

High Country, Lakes and Rivers





# Family Services Practitioner

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Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

Position Number	Classification	Date
6.67	Band 6	November 2021
Unit	Enquiries	Status (FTE)
Community Health and Wellbeing	Coordinator Integrated Family Services	0.4

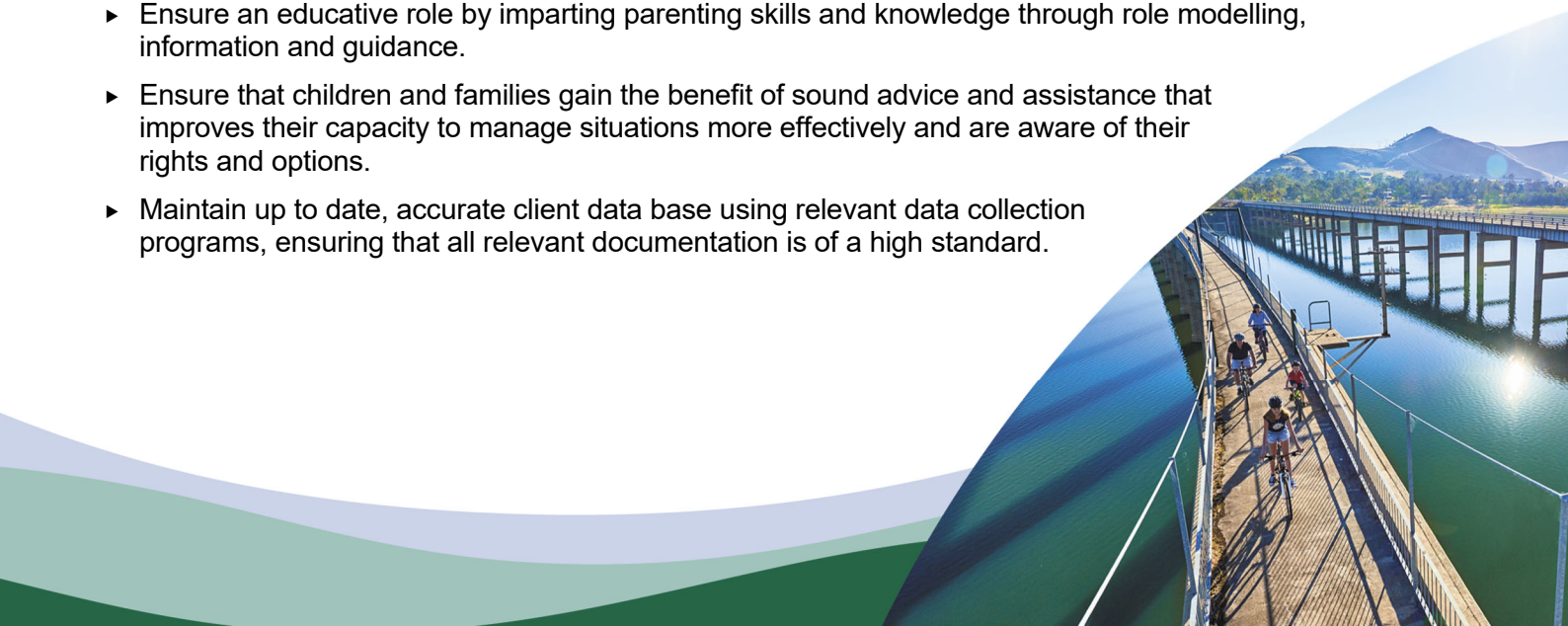
## Position Objectives

This position is responsible for providing a comprehensive range of services for vulnerable children (from pre-birth up to 17 years old) and their families to promote children's safety, stability and healthy development. Services focus to maintain and strengthen independence and provide early intervention to address problems before they escalate.

This position also has responsibility for input into service planning, policy development and service evaluation and to ensure high quality, cost effective responsive and customer focused services are delivered in accordance with the applicable legislative funding and policy frameworks

## Technical Accountabilities

- ▶ Provide a professional active engagement, client driven case work service to children and families, using a combination of in office, in the home and in community support.
- ▶ Adopt and promote a family inclusive, strength based approach to family work/case management consistent with the Best Interests Case Practice model.
- ▶ Ensure an educative role by imparting parenting skills and knowledge through role modelling, information and guidance.
- ▶ Ensure that children and families gain the benefit of sound advice and assistance that improves their capacity to manage situations more effectively and are aware of their rights and options.
- ▶ Maintain up to date, accurate client data base using relevant data collection programs, ensuring that all relevant documentation is of a high standard.



## Technical Accountabilities Continued

- ▶ Contribute to the development of quality systems, policies and procedures relevant to the program.
- ▶ Maintain and evaluate the outcomes of service provision, maintain written files and comprehensive information.
- ▶ Ensure adherence to Council's Occupational Health and Safety policies and procedures, including equal opportunity and human resource policies and procedures.
- ▶ Participate in relevant professional development.
- ▶ Perform other duties as directed in accordance with the responsibility and skill level of the position.

## Organisational Relationship

### Reports to

Coordinator Integrated Family Services

### Supervises / Manages

Nil

### Internal Liaisons

All other staff

### External Liaisons

- ▶ Clients
- ▶ Community and Allied Health providers

## Our Values

Communication

Co-operation

Trust and  
Honesty

Respect

## Specialist Knowledge and Skills

### Knowledge of:

- ▶ Knowledge of the service delivery requirements for quality family support programs and services.
- ▶ Knowledge of child and adolescent development family life cycle and an ability to deliver parenting skills information in a range of settings.
- ▶ Knowledge and skills in working with a wide range of professionals together with the ability to access appropriate community resources.
- ▶ An understanding of child centred practice and the theoretical frameworks that underpin this.
- ▶ An understanding of the impacts of family violence on children and adult victim/survivors.
- ▶ Relevant legislative and policy requirements.
- ▶ Council plan. Unit's business plan.
- ▶ Long term goals of the unit.

### Skills and Competencies

- ▶ High level communication skills allowing for effective engagement with vulnerable people.
- ▶ An understanding of complex family dynamics, including those that involve vulnerable and at risk children.
- ▶ Experience in working with victim/survivors of family violence.
- ▶ An understanding of a strengths based approach to working with vulnerable families.
- ▶ An ability to manage a variety of complex tasks concurrently.
- ▶ Demonstrated commitment to delivering outstanding service provision.
- ▶ Accept change and seek creative and innovative approaches to service delivery.
- ▶ Records management and computer skills.
- ▶ Demonstrated compliance with relevant legislation and guidelines.

## Qualifications and Experience


### Experience

- ▶ A minimum of 3 years previous experience in a similar position.

### Qualifications

- ▶ Tertiary qualifications in social work or related field e.g. Bachelor of Social Work, Diploma of Welfare studies.
- ▶ Current Victorian Driver's Licence
- ▶ Working with Children Check
- ▶ A satisfactory police check.

## **Key Selection Criteria**

- ▶ Understanding and demonstrated skills and experience in the provision of strengths – based, family – centred and child – focused approach to service delivery, often working with complex, vulnerable and/or at risk clients.
  - ▶ Excellent interpersonal, communication, problem solving and analytical skills.
  - ▶ Time management and priority setting.
  - ▶ Knowledge of practice standards and relevant legislation and policy with a focus on the Best Interests Framework for service delivery.
  - ▶ Ability to work flexibly and co-operatively within a multi-disciplinary team.
  - ▶ Demonstrated ability to complete the technical accountabilities.
  - ▶ Evidence of appropriate qualifications for the position.
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## Position Descriptors – Band 6

### Organisational Accountabilities

- ▶ Ensure that the Mansfield Shire Council Code of Conduct and all policies and procedures are adhered to.
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ An understanding of the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service by providing accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- ▶ Commitment to and implement the Council Plan and Annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff across all Units.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Ensure Occupational Health & Safety (OH&S) and Human Resource Management procedures and practices are adhered to in line with organisational requirements including contractor risk management and OH&S accountabilities.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ All children who engage in Mansfield Shire Council programs have the right to feel and be safe. The welfare of the children will always be Council's first priority with a zero-tolerance approach to child abuse. As a child safe organisation Mansfield Council aims to create an environment where children feel safe, included and heard.

### Extent of Authority

- ▶ Freedom to act is set by clear objectives, policies and budgets and is subject to specific delegations and frequent consultation with the Senior Coordinator Community and Economic Development.
- ▶ Provides assistance with the development of policy and procedure drawing on investigative and analytical abilities within area of specific expertise.
- ▶ Authorised to approve expenditure on relevant accounts as determined by the Finance Manager.

### Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilize the skills and experience of staff in the most effective manner.

### Judgement and Decision Making

- ▶ The majority of work is well defined and the duties carried out independently however the nature of the role draws on specialised methods, procedures and processes developed from theory or precedent.
- ▶ Problem solving may involve the application of these techniques to new situations and guidance and advice is usually available

### Management Skills

- ▶ Proven ability in project management, managing time, setting priorities, planning and organising one's work.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety.
- ▶ Demonstrated ability to establish and maintain productive relationships with staff, community, internal and external stakeholders.
- ▶ Ability to apply initiative and innovative thinking to organisational problems.
- ▶ Appropriate skills to achieve the annual business plan and strategic performance objectives set for the position.

### Interpersonal Skills

- ▶ Demonstrated ability to engage and build strong relationships with Council, clients, members of the public, other employees, and representatives of other organisations.
- ▶ High level interpersonal and written communication skills together with public relations experience.
- ▶ Capacity to deal with sensitive issues, maintain confidentiality and protect privacy.
- ▶ Ability to persuade, convince and negotiate with clients, authorities, stakeholders and other staff members and plan and manage meetings.
- ▶ Demonstrated commitment to quality customer service.

### Diversity and Inclusion

Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.



## How to apply

- 1 Cover letter**  
Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**  
Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**  
Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**  
Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at [mshire.co/applicant-information](https://mshire.co/applicant-information), for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Coordinator Integrated Family Services 03 5 5775 8555

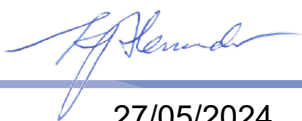
More detailed information on how to apply is available at

[mshire.co/applicant-information](https://mshire.co/applicant-information)

*including tips for addressing key selection criteria, writing a cover letter and resumé.*

### OFFICE USE ONLY

Authorised by CEO:



Employee's  
Signature

Date:

27/05/2024

Employee's  
Name

Date: / /



Mansfield Shire