



Mansfield Shire

Position Description

Family Services
Practitioner

High Country, Lakes and Rivers



Family Services Practitioner

Vision - Together we work with our community to make Mansfield Shire an even better place.

Mission - As one team, we plan, engage, communicate and deliver for our community

Position Number	Classification	Date
98	Band 6	August 2026
Unit	Enquiries	Status (FTE)
Community, Health & Wellbeing	Coordinator Integrated Family Services	Part Time

Position Overview

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

Key Accountabilities

- ▶ Deliver safe, child-focused and family-centred intervention to families experiencing vulnerability, complex needs and/or risk, consistent with legislation, practice standards, program requirements and organisational policies.
- ▶ Provide effective, flexible & client centred case management to families, including intake & assessment; service implementation to achieve goals in collaboration with clients & stakeholders, monitoring & outcome evaluation.
- ▶ Maintain a strong focus on child safety and wellbeing while supporting families to increase their parenting capacity; strengthen relationships; promote safety & stability and to access appropriate supports in the best interests of the child/ren.
- ▶ Engage directly with children and young people in age-appropriate, culturally responsive ways, ensuring their views and lived experiences inform practice.
- ▶ Apply evidence-informed, strengths-based and family-inclusive approaches, including relevant child and family practice, family violence and risk assessment frameworks.

- ▶ Provide practical and educative support to parents and carers, including role modelling, information sharing and guidance.
- ▶ Work collaboratively with Child Protection and other community services to manage risk, coordinate support and achieve family-identified goals.
- ▶ Maintain accurate, timely and high-quality case records, client information, assessments and outcome measures in accordance with privacy, records management and information-sharing requirements.
- ▶ Participate in supervision, reflective practice, training, professional development, quality improvement and practice development.
- ▶ Comply with organisational health and safety, equal opportunity, human resources and other relevant policies and procedures.

Organisational Relationship

Reports to

- ▶ Coordinator Community & Integrated Family Services

Supervises / Manages

- ▶ Nil

Internal Liaisons

- ▶ All other staff

External Liaisons

- ▶ Department of Families, Fairness and Housing (DFFH) and Child Protection.
- ▶ Community, health, housing, education and welfare service.
- ▶ Allied Health providers.
- ▶ Aboriginal Community Controlled Organisations and Aboriginal lead agencies.

Our Values

Leadership &
Advocacy

Engagement
&
Collaboration

Integrity &
Respect

Improvement
&
Innovation

Specialist Knowledge and Skills

Knowledge of:

- ▶ Child safety, risk assessment, child development and family support practice.
- ▶ Complex family dynamics and the impacts of family violence on children and adult victim/survivors.
- ▶ Strengths-based, child-focused, family-centred and culturally responsive practice.
- ▶ Relevant legislation, policy, practice standards and child and family practice frameworks, including the Best Interests Case Practice Model and MARAM.
- ▶ Child and adolescent development, family life cycles and parenting support approaches.

Skills and Competencies

- ▶ Ability to engage vulnerable children, young people and families and establish trusting professional relationships.
- ▶ Strong assessment, case management, intervention, problem-solving and analytical skills
- ▶ High-level written and verbal communication skills, including communication with children, families and professionals.
- ▶ Strong interpersonal, collaboration and relationship-building skills.
- ▶ Ability to work effectively with Child Protection, multidisciplinary teams and community services.
- ▶ Well-developed organisation, time management, prioritisation and record-keeping skills.
- ▶ Ability to manage competing priorities and complex tasks concurrently.
- ▶ Sound computer, client database and records management skills.
- ▶ Ability to work flexibly and adapt practice in response to changing needs, risk and circumstances.

Qualifications and Experience

Experience

- ▶ Demonstrated experience working with vulnerable, complete and/or at-risk children, young people and families.

Qualifications

- ▶ Tertiary qualification in Social Work, Psychology, Community Services, Welfare or a related discipline.
- ▶ Current Victorian Driver's Licence
- ▶ Working with Children Check
- ▶ A satisfactory national police check.

Desirable

- ▶ Postgraduate or specialist training in family support, child-focused practice, family violence or a related field.
- ▶ Demonstrated experience working in the areas of family services, case management and/or child and family practice.

Key Selection Criteria

- ▶ Relevant tertiary qualification and knowledge of family services, family violence and working with children, youth and families.
- ▶ Demonstrated ability to deliver safe, child-focused, family-centred and culturally responsive intervention.
- ▶ Demonstrated experience in assessment, case management, risk management and family support.
- ▶ Demonstrated understanding of child safety, child development, family violence and complex family dynamics.
- ▶ Demonstrated ability to engage children, young people and families and build effective professional relationships.
- ▶ Demonstrated ability to work collaboratively with Child Protection, multidisciplinary teams and community service networks.
- ▶ Strong communication, interpersonal, analytical, problem-solving and organisational skills.
- ▶ Demonstrated ability to manage competing priorities, work flexibly and respond effectively to changing circumstances.
- ▶ Knowledge and application of relevant legislation, practice standards and child and family practice frameworks.
- ▶ Demonstrated commitment to reflective practice, continuous improvement, child safety, cultural safety, inclusion and the participation and rights of children, young people and families.

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.
- ▶ Providing assistance with Municipal Emergency Services as required.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

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.

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.

Accountability and 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 Accountant and Manager Business and Performance.
- ▶ 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 Manager Business and Performance.

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.
- ▶ Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within Council to resolve intra-organisational problems.

Organisational Context

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

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning Services.
- ▶ Business & Finance
- ▶ Development & Customer Service

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

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 <https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants> 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:

Sharon Howie, Coordinator Integrated Family Services on (03) 5775 8560

More detailed information on how to apply is available at
<https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants>
including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

19/08/2026

Employee's
Name

Date: / /



Mansfield Shire