



Position Description

v3.7

POSITION TITLE: Family Services Practitioner	
FTE:	1.0 (38 hours per week)
Classification:	Band 3.1.2 SCHADS Level 5
Division:	Community Services
Program:	Integrated Family Services
Location:	Site based, with option for hybrid in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	Fixed Term - 12 February 2027
Date:	February 2026

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

- 1. Family Wellbeing** to help families achieve safety and stability
- 2. Disability Support** to enable people of all abilities to participate in their communities
- 3. Development & Early Childhood Education** to help children reach their full potential
- 4. Victims Assistance** to support victims of trauma, assault and/or violent crime
- 5. Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals, families and communities.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
Service Delivery to consumers	<ul style="list-style-type: none">• Provide effective support to consumers utilizing the Family Services aims, the Practitioner Coaching Framework and the Service Practice Guidelines• Provide engagement, Outreach support services, coaching framework practices, goal planning and actions to consumers who refer to Family Services	<ul style="list-style-type: none">• Work with a case load of 10-12 consumers (pro rata for part time staff)• Co-facilitate Group programs as requested• Outreach Home Visits conducted weekly with consumers and regular contact maintained in line with Legislation, Windermere Policies and Strategic Plan, Service Practices and Guidelines• Practice Outreach safety as per our policy and guidelines
Administration work in line with Service Practices	<ul style="list-style-type: none">• Complete case notes in line with policy• Risk Assessment, documentation and Correspondence in line with policy• Incident Reporting and Mandatory Reporting completed in line with policy	<ul style="list-style-type: none">• All case notes completed within three working days and documented in line with policy• All consumer file documentation completed meet audit requirements of the service• All critical incidents are escalated to Supervisor/ Manager in a timely

	<ul style="list-style-type: none"> Accurate recording of service delivery hours and consumer contact 	<ul style="list-style-type: none"> manner in line with policy Monthly reporting of hours, outcomes and other relevant data required
Team Activities	<ul style="list-style-type: none"> Participating in team requirements in line with Windermere Values and Behaviours Promote service through networks and relevant stakeholder engagements 	<ul style="list-style-type: none"> Participate in regular supervision, reflective practice sessions, learning circles, team meetings, team building days and other opportunities as stated by guidelines and policies Network attendance as required
Practitioner Coaching Framework	<ul style="list-style-type: none"> Provide professional support for families through the facilitation and provision of the Practitioner Coaching Framework (PCF) 	<ul style="list-style-type: none"> Participate in regular supervision, reflective practice sessions, learning circles, team meetings, team building days and other opportunities as stated by guidelines and policies Network attendance as required
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week 	<ul style="list-style-type: none"> Ensure policies, procedures and codes are complied with at all times. Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. 100% attendance at performance reviews. Completion of induction and orientation within set timeframes. Positively embrace and adopt change as it occurs. Ensure arrangements are made so that 100% of

	<p>induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor.</p> <ul style="list-style-type: none"> • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<p>courses are attended or completed.</p> <ul style="list-style-type: none"> • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

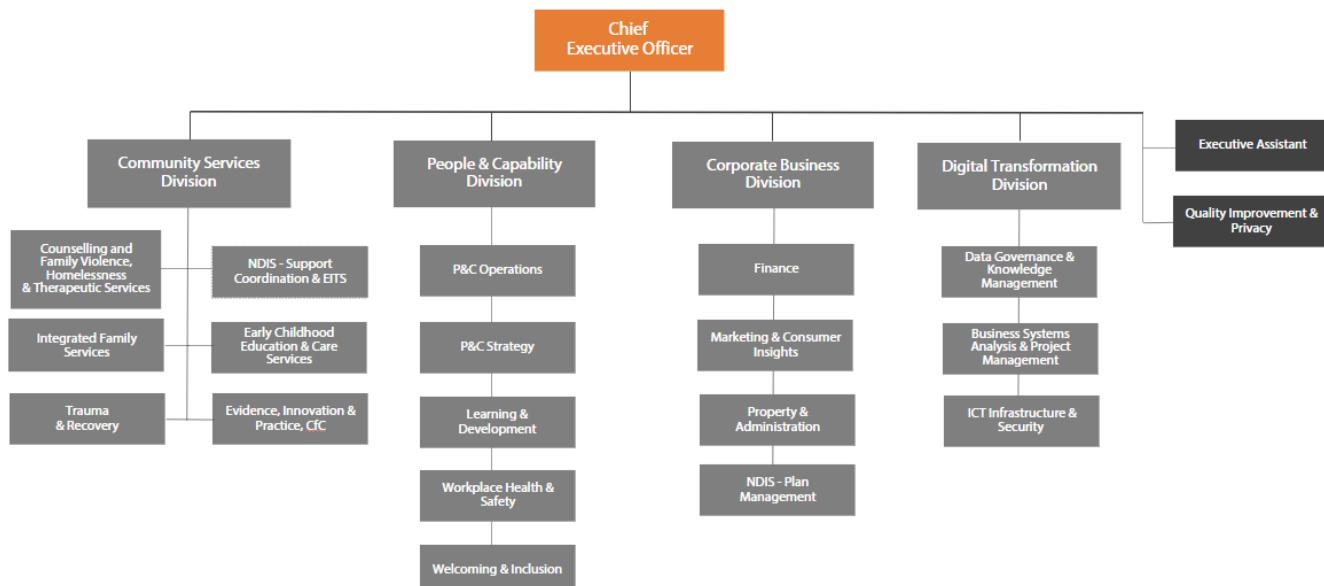
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps



This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Collaboration	Intermediate
3	Adaptability	Intermediate
4	Innovation & Continuous Improvement	Foundation
5	Leadership	Foundation
6	Vision & Strategic Drive	Foundation

6. Organisational relationships



Line Manager:	Team Leader – Integrated Family Services
Supervises:	Nil
Internal relationships:	All Windermere Staff
External relationships:	DFFH, Child Protection, Community Based Child Protection, SMCFA Alliance, other agencies, NDIS

7. Key selection criteria

- Bachelor in Social Work, Social Welfare, Psychology or similar disciplines
- Minimum 2 years' experience working as a practitioner within the community sector
- Demonstrated understandings of Child, Youth and Family service acts and relevant legislation/s
- Experience facilitating coaching practices, group work, and strengths-based work to vulnerable families
- Experience in using evidence-based practice/models is desirable
- Sound problem solving skills and time management abilities
- Strong communication skills and professionalism
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including, Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____