

POSITION TITLE:	Family Services Practitioner
FTE:	1.0 FTE (38 hours per week) or 0.8 considered
CLASSIFICATION:	Band 3.1.2
DIVISION:	Family Health and Wellbeing
PROGRAM:	Integrated Family Services
LOCATION:	<p>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).</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	Fixed Term to 30/06/2027
DATE:	June 2025

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

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. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Service Delivery to consumers	<p>Provide effective support to consumers utilizing the Family Services aims, the Practitioner Coaching Framework and the Service Practice Guidelines</p> <p>Provide engagement, Outreach support services, coaching framework practices, goal planning and actions to consumers who refer to Family Services</p>	<p>Work with a case load of 10-12 consumers (pro rata for part time staff)</p> <p>Co-facilitate Group programs as requested</p> <p>Outreach Home Visits conducted weekly with consumers and regular contact maintained in line with Legislation, Windermere Policies and Strategic Plan, Service Practices and Guidelines</p> <p>Practice Outreach safety as per our policy and guidelines</p>
Administration work in line with Service Practices	<p>Complete case notes in line with policy</p> <p>Risk Assessment, Documentation and Correspondence in line with policy</p> <p>Incident Reporting and Mandatory Reporting completed in line with policy</p> <p>Accurate recording of service delivery hours and consumer contact</p>	<p>All case notes completed within three working days and documented in line with policy</p> <p>All consumer file documentation completed meet audit requirements of the service</p> <p>All critical incidents are escalated to Supervisor/ Manager in a timely manner in line with policy</p> <p>Monthly reporting of hours, outcomes and other relevant data required</p>
Team Activities	<p>Participate in team requirements in line with Windermere Values and Behaviours</p> <p>Promote service through networks and relevant stakeholder engagements</p>	<p>Participate in regular supervision, reflective practice sessions, learning circles, team meetings, team building days and other opportunities as stated by guidelines and policies</p> <p>Network attendance as required</p>
Practitioner Coaching Framework	<p>Provide professional support for families through the facilitation and provision of the Practitioner Coaching Framework (PCF)</p>	<p>Participate in regular supervision, reflective practice sessions, learning circles, team meetings, team building days and other opportunities as stated by guidelines and policies</p> <p>Network attendance as required</p>
Organisational expectations and directives in relation to policies and procedures and the	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human</p>	<p>Ensure policies, procedures and codes are complied with at all times.</p>

<p>organisation's purpose, vision and values.</p>	<p>Resources policies and guidelines and Occupational Health and Safety obligations.</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours.</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor.</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation and will implement CQI strategies into their work practices.</p> <p>Meet the challenges of change as it occurs within the service and organisation.</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment.</p>
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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.

4. 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:

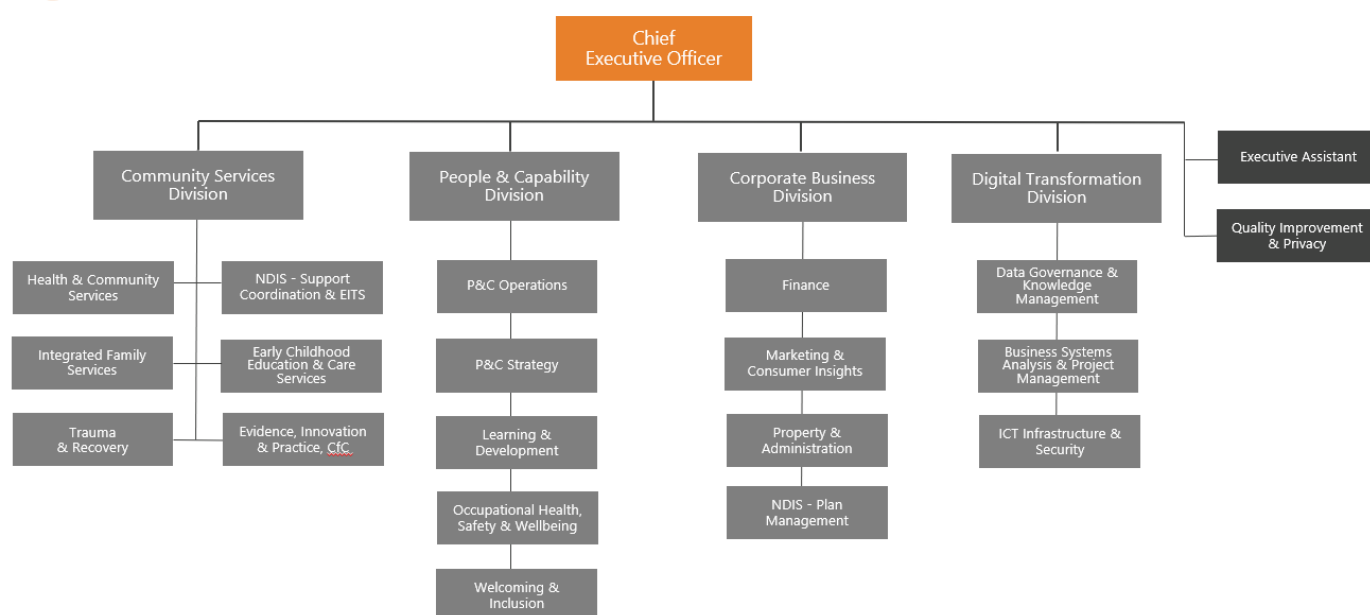
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that 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

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



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

6. 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 is 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

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____