

## Position Description

This position description is available in large print and other accessible formats upon request.

<b>Position Title</b>	Child and Family Practitioner - Restoring
<b>Directorate / Service / Program</b>	Family Support and Care Services
<b>Reports to</b>	Team Leader / Senior Practitioner - Restoring
<b>Location</b>	Hamlyn Heights
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award Level 5
<b>Date Revised</b>	May 2025

### About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

**Our Purpose:** Supporting people, strengthening communities.

**Our Vision:** A fair, safe and inclusive community where everyone can thrive.

**Our Values:** Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

**To learn more about Meli please visit our website [www.meli.org.au](http://www.meli.org.au)**

### Position Overview

The Child and Family Practitioner forms part of Meli's Family Support and Care Services Directorate and will work as part of a larger team committed to the delivery of an integrated, innovative and evidence informed model of family support across the Barwon Southwest area.

In line with the new Victorian Strategic Framework for Family Services, Meli has the opportunity to further evolve our Family Support Platform to align our service responses around connecting, strengthening and restoring families with a focus on earlier intervention, diversion and recovery responses.

This Child and Family Practitioner will have a focus within the Restoring Stream of family support. This role responds at the earliest opportunity to restore families and prevent lifelong harm, promote healing from trauma and disrupt cycles of disadvantage

and intergenerational harm via the delivery of evidence based programs and integrated service responses designed to support families with multiple, complex, significant and enduring needs with a focus on recovery responses, restoring safety and enabling healing.

The Child and Family Practitioner provides a range of interventions including high quality assertive outreach, intensive case management and case coordination services to families. This role connects with individuals and families to address any identified risk factors and to contribute to the development of protective factors that will enable families to develop aspirations, make pro-social connections and engage in a pathway that will lead to productive, healthy and happy lives.

The Family Support Program provides targeted support to highly vulnerable and complex needs individuals and families with the intention of building knowledge, promoting connection, strengthening parenting skills and increasing the capacity of families to manage independently.

The key objectives of this role are:

- Work in close collaboration and partnership with all leadership and team members across Connecting, Strengthening and Restoring Family Support.
- Increase parental capacity.
- Focus on the child and adolescents' safety, stability, health, development, learning and outcomes.
- Provide a range of tailored interventions of varying intensity to the targeted cohort in line with evidence informed frameworks

## Key Accountabilities

**Duties of this position may include, but are not limited to the following:**

- **Family Support:** Manage cases that have varied complexities risk level, offering expert guidance, developing intervention strategies, and ensuring tailored service delivery for clients with specialised needs.
  - Early intervention to support families to connect with universal services and to improve knowledge, skills and confidence to parent and self-manage.
  - Undertake assertive outreach in the community and clients home.
  - Provision of high-quality support, at varying levels of intensity for individuals, families and children who have multiple or complex needs and issues and require support from a range of evidence informed services.
  - Conduct needs and services identification, outcomes focused planning and regular outcomes reviews, using case planning tools and prescribed techniques to support vulnerable individuals, families and children with multiple needs
  - Conduct thorough risk assessments, facilitate referrals and work alongside individuals and families to develop child and family action plans
  - Implement and facilitate group work programs for clients as required
- **Risk and Compliance Management:** Participate in risk management processes, ensuring compliance with regulatory, legal, and organisational standards, including addressing complex incidents and implementing risk mitigation strategies.

- **Stakeholder Engagement and Partnership Building:** Cultivate and maintain relationships with key stakeholders, including clients, community organisations, government agencies, and service providers to foster collaboration and enhance service access.
  - Develop effective partnerships with relevant organisations to ensure effective communication and coordination of client services and specialist supports
- **Quality Assurance and Continuous Improvement:** Promote and contribute to continuous improvement initiatives, using data and feedback to enhance client outcomes, service delivery and agency mechanisms. Engage in core capability training, action learning, and practice reflection opportunities to support the client support model, while also participating in supervision and relevant meetings to ensure continuous professional development.
- **Advocacy and Representation:** Represent the organisation and advocate for client needs and risk at agency meetings, and with external stakeholders.
- **Cultural Competency and Inclusivity:** Ensure services are delivered in a culturally competent, inclusive, and sensitive manner, promoting diversity and respect within the team and for clients.
- **Data Management and Reporting:** Ensure accurate data collection. Record and maintain data in accordance with program requirements and legislation.
- **Crisis Management and Decision-Making:** Seek secondary consultation and advice from relevant experts, specialists and experienced peers to support decision-making.
- **Community Engagement and Advocacy:** Actively engage with the community, advocate for social change, and contribute to initiatives that improve access and outcomes for vulnerable populations.

#### **Organisational Accountabilities:**

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

### **Qualifications, Skills, and Experience**

- A relevant tertiary qualification in Social Work, Psychology, Welfare Studies, Alcohol and Other Drugs, Behavioural Sciences or related field
- Demonstrated understanding of managing complex cases with strong case practice including client advocacy, therapeutic interventions and family support in line with evidence informed frameworks.
- Demonstrated understanding of risk and needs assessments
- Demonstrated knowledge of the factors that can impact on a parent's ability to care for children and knowledge of the service system and resources available that can support parents, children and young people

## Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

## Key Stakeholders

- Meli employees
- Department of Families, Fairness and Housing
- Family Service providers/Family Services Alliance
- VicPol, Magistrates Court and Department of Justice and Regulation
- A range of Community Based Organisations and Health Services
- Education Providers

## Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
<b>Computer based tasks, sedentary position, office based</b>	Often
<b>Repetitive manual tasks</b>	Rarely
<b>Working in buildings which may have stairs</b> (Reasonable adjustments can be made)	Sometimes
<b>Driving, in &amp; out of vehicles</b> (If driving is required, must hold current Victorian Driver Licence)	Often
<b>Bending, lifting, pushing, pulling</b>	Rarely
<b>Working alone or at a co-located site</b>	Rarely
<b>Confrontational/confronting situations</b> (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
<b>Working outside in differing weather conditions</b>	Rarely

<b>Working on-call and/or after hours</b>	N/A
<b>Attending external locations including client homes</b>	Often

## INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

## Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

## Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

**Note:** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.