**KWY Role Description**

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| **1. Role details** |
| Job Title  | Practitioner  |
| Start date  | As negotiated |
| Location  | Parkside, South Australia |
| Salary  |  As per contract  |
| Job Status  | Full time (part-time negotiable) |
| Reports to | Line Manager  |
| **2. ROLE CONTEXT** |
| The KWY Practitioner is a highly experienced and competent worker, who delivers dedicated support and services to individuals and families. The Practitioner is responsible for contributing to improvements in the quality, safety and community needs-driven distribution of services that meet the needs of Aboriginal children, young people, and their families. Practitioners work to assess risk and put safety measures in place while providing intensive and therapeutic support, advocacy, and information. Engagement takes place in a variety of settings including phone calls, home visits and at community services and may be part of a multi-disciplinary team, working with the entire family or specific family members The successful applicant will possess skills, experience, and knowledge in working with Aboriginal people to address child protection and domestic and family violence concerns. The Practitioner will operate within a therapeutic, trauma-informed and culturally responsive framework. The applicant would have demonstrated knowledge of complex case management and working with Aboriginal and Torres Strait Islander families.   |
| **3. ESSENTIAL CRITERIA**  |
| 1. Relevant experience in the child protection and domestic, family and sexual violence sector.
2. Demonstrated experience in complex case management and skills in negotiation, advocacy and responding to crisis situations.
3. Clinical and therapeutic understanding of the impacts of trauma.
4. Demonstrated knowledge, experience and understanding of working with Aboriginal and Torres Strait Islander families and communities.
5. Demonstrated understanding of specific issues affecting children and youth that have experienced trauma.
6. Excellent oral and written skills, with the ability to write case notes and referrals.
7. Ability to work effectively in a team, and independently as required.
8. Ability to work in a sensitive, complex and demanding environment with a high degree of autonomy and self-management.
9. Able to provide specialist expertise advice related to providing multi-disciplinary support and engage colleagues in peer reflection
10. Strong computer skills with ability to learn client data systems.
11. Must hold a current South Australian drivers’ licence, be willing to drive a work vehicle.
12. Must hold or be willing to obtain and keep current, Child Safe Environments Training (Through Their Eyes).
13. Must hold a current or be able to obtain the following: DHS Working with Children Check, Working with Vulnerable Person’s Check and National Police Check.
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| **4. DESIRABLE CRITERIA**  |
| * A degree in Social Work, Psychology, Social Sciences, or a diploma in Community Services, Youth Work, Human Services, Health Sciences, and/or equivalent
* Knowledge of issues pertaining to parenting, education, homelessness, addiction, and mental health.
* Demonstrated understanding of Narrative Principles of Practice with emphasis on Aboriginal and Torres Strait Islander Communities.
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| ***5.* Primary Outcomes and Accountabilities**  |
| Direct Service Work | * Provide case management and casework responses for families.
* Able to work with multiple members of a family.
* Undertake risk assessments and safety planning that seeks and promotes the safety and wellbeing of children and young people.
* Work under the direction of Senior Clinician, Operations Manager and CEO; with the development of relevant KWY programs.
* Development and implementation of quality case plans for families in consultation with KWY’s Intensive Family Services team members; to support their wellbeing, safety, wellbeing and to prevent their children from moving into Out of Home Care.
* Advocate for families and support warm referrals.
* Assist individuals to access community resources and opportunities to improve and address therapeutic needs.
* Be proactive in advocating on behalf of individuals and liaise regularly with other service providers for a collaborative approach in supporting clients.
* Promote and implement quality service responses that are underpinned and informed by KWY values and service delivery model.
* Work collaboratively with KWY staff and clients. Adhere to legislative requirements that inform the work of KWY, in particular the Children and Young People (Safety) Act 2017 and Statutory systems.
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| Administration and Record Keeping  | * Keep all necessary records in accordance with KWY policies and procedures
* Assists in the production of reports regarding program progress and results
* Prepare for and actively participate in regular supervision sessions and professional development and training.
* Collect client data in keeping with professional and organisational standards.
* Provide timesheets, travel log book, worker expenses and other administration data according to organisational policy and procedures.
* Work within budget parameters for worker expenses and mobiles phones.
* Undertake other administrative and office management tasks as required.
* Practice self-care strategies and apply safety procedures in all work practices.
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| Stakeholder engagement  | * Build relationships with stakeholders.
* Attend meetings with stakeholders.
* Conduct consultation with a variety of stakeholders and staff.
* Establish and maintain open and effective communication channels and working relationships with management and stakeholders.
* Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
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| Agency Representation and Community Development | * Represent the program in a professional manner acquire a working knowledge of other agency roles and mandates.
* Contribute to community development and programs in the local area that are relevant to the client group.
* Acquire a working knowledge of other agency roles and mandates.
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| Stakeholder Engagement  | * Build relationships with stakeholders.
* Attend meetings with stakeholders.
* Conduct consultation with a variety of stakeholders and staff.
* Establish and maintain open and effective communication channels and working relationships with management and stakeholders.
* Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
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| Reporting  | * Submitting high quality reports as required.
* Ensure that all client contact and engagement is appropriately documented and recorded on the data management system.
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| Contribute to Culture  | * Actively participate and contribute to responsible and safe work practices.
* Embrace diversity and cultural differences in the workplace.
* Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.
* Attend cultural supervision.
* Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement.
* Contribute to the development and maintenance of a positive, supportive, and collaborative team environment.
* Follow the direction of and have an open line of communication with line management.
* Understanding and adhering to all KWY policies and procedures.
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| Other  | * Participate proactively in team project initiatives.
* Support other team members in periods of high demand and during periods of absence.
* Participate in project groups and attend events such as expos from time to time.
* Ability to work across more than one program and work with several teams.
* Other duties as required.
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