South East Community Links

EVERY PERSON COUNTS EVERY SYSTEM FAIR

ACHIEVING BETTER SOCIAL AND ECONOMIC OUTCOMES FOR PEOPLE IN OUR COMMUNITY

Position Description Senior Practitioner – Child Support Program and ‘The Bridge’

Terms of Employment: 12 month contract, with possibility of extension

Hours: Full time

Reporting to: Manager Dandenong Services and the Bridge and Manager Community and Financial Wellbeing

Position supervises: Staff, students and volunteers

Location: Springvale and Dandenong

Award Classification: Employment in accordance with the SCHADS Award.

The total salary package includes 9.5% super and salary packaging (while allowed under tax law and without incurring any Fringe Benefit tax liability).

Position Purpose This position will lead the development and implementation of SECL’s Bridge to Social and Economic Mobility (The Bridge) model across the organization. This position will be responsible for delivering high quality, flexible and responsive services within the Child Support Program and our new service delivery framework to achieve maximum impact for individuals and families.

South East Community Links Our organisation was formed on 1 October 2015 as a result of a merge between Springvale Community Aid and Advice Bureau, Dandenong Community Advisory Bureau, and the Southern Ethnic and Advisory Council. SECL currently operates out of three sites, Dandenong, Springvale and Noble Park.

South East Community Links operates in one of Melbourne’s highest multicultural areas. A core aim of our organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow stereotypes and discrimination as well as working to promote and advocate for equality and opportunities for all.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided with an integrated service, linking services to client needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to economic and social development in our community.

Position Context This Senior Practitioner role offers a unique opportunity to combine high quality, responsive service delivery with an organisational leadership role. Specialising in Child Support work, this role will work closely with the Dandenong Services and Bridge manager and the Bridge pilot team to lead the development and integration of the Bridge framework across SECL and to support an integrated and multi-disciplinary team of paid staff, volunteers and students.

The Bridge is an internationally recognized framework for empowering participants to social and economic mobility through integrated service delivery and coaching techniques. Working in partnership with participants, this role will utilise a coaching approach to develop capabilities across the Bridge pillars and provide holistic support to individuals and families. Service delivery will be high quality, responsive, flexible and tailored to the unique needs of individuals, families and communities. An ability, and commitment, to work closely with other staff and services for the benefit of clients will be critical to this role. This role will also have a particular focus on working with people engaged in the Child Support Scheme.

Senior Practitioners will demonstrate leadership through their own highly developed service delivery capabilities. They will support other staff, students and volunteers to deliver impactful services to our community. A vital responsibility of the role is to strengthen existing, and develop new, service delivery capabilities of staff inline with our capability framework and the Bridge model. Senior Practitioners will also be an active part of SECL’s leadership team and lead the implementation of SECL’s strategic objectives through the Senior Practitioner Group. Senior Practitioners work as champions across SECL to implement change projects and drive continuous improvement.

Key Stakeholders SECL Individuals, families and Community

SECL Management Team

Service partners and referral networks

SECL CEO and Executive

Regional Service Networks

Participant representative organisations

Peak organisations

Capabilities Managing, leading and developing others.

* Support skill and knowledge development in others
* Supervise students and volunteers
* Models ethical leadership
* Takes responsibility for own actions and performance
* Demonstrates best practice approaches and reflective practices
* Shares information and knowledge
* Embraces change

Provides high quality client responses.

* Ability to deliver ‘end to end’ service delivery
* Ability to undertake comprehensive need assessments for individual participants, families and communities
* Ability to support clients to navigate complex service systems
* Holds IT capability to monitor and evaluate front line experience and emerging trends
* Advanced practice skills with the ability to contribute to the design and delivery of training, professional development programs and service responses
* Experience in identifying and responding to service risks, including an ability to prevent, respond to and recover from a crisis, or critical incident.
* Familiar with coaching, mentoring and adult learning techniques to empower clients and drive social and economic mobility.
* Experienced working in integrated service delivery models, familiarity with performing in multidisciplinary teams, and can contribute to better outcomes with clients.
* Collaborative, encouraging, accommodating.

Client Outcomes

* Ability to turn service activity into client outcomes.
* Ability to ensure client data is accurate, meaningful and provides impactful information to promote holistic outcomes.
* Ability to advocate effectively for clients and within systems.

Communications

* Ability to deliver effective and meaningful communication among staff, students and volunteers
* Approachable and supportive approach to leadership and capability coaching

## Transformation Capabilities

South East Community Links’ capability framework emphasises several **transformation capabilities, s**ignaling desired areas of increased organisational capability in the future. The important transformation capabilities focused on in this role are:

* Strategic planning - can lead the implementation of change projects within client facing service teams
* Evidence based practice – embeds evidence based methods and procedures into all aspects of their work
* Partnerships – influences our service network partners and the community that depend on SECL to carry out its purpose.
* Volunteer and student strategies implemented, maximizing contributions to SECL’s quality service delivery.

Responsibilities 1. Client and stakeholder engagement increased.

2. Workforce capabilities developed, performance supervised and professional development plans for workforce implemented.

3. Outcome reporting implemented.

4. Contribute to communications and systems improvements including business development opportunities.

5. Contribute to advocacy strategies and evidence bases.

KPIs will be negotiated with the successful applicant. These will be based on the position’s responsibilities and advancing the SECL Capability Framework.

**Qualifications**

A relevant tertiary qualification and 3-5 years plus professional experience is required for this role, preferably in the field of social work, social sciences or community services.

# Selection Criteria

Essential

* 3-5 years plus professional experience in a similar role
* Excellent organisational and time management skills.
* Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
* Focus on maintaining, extending and developing all aspects of client services delivery and systems.
* Demonstrated professional experience, training and skills in the provision of support, empowerment and supervision of volunteers and students.
* Strong commitment to working systemically with families and clients.
* Contemporary knowledge of evidence based reporting including outcome reporting, data trend monitoring and analysis.
* Commitment to, and experience in, developing others.
* Contemporary knowledge of government policy in respect to support services for families, social and financial inclusion, multicultural services and family violence.
* Awareness of working systemically with individual participants, families and communities to achieve social and economic mobility, including deep knowledge of family violence practice and primary intervention and prevention
* Satisfactory completion of a National Police check, and Working with Children check, and a current Victorian Drivers License.

Desirable

* Experience and contemporary knowledge of government policy, legislation and services relating to the Child Support Scheme and Centrelink.
* Financial Counselling experience

Other Information

1. A probationary period of six months applies to this position.
2. This position is supported by the SCHADS Award.
3. The incumbent will be required to support SECL policies and procedures.

Position Revised June 2019

Authorised

R Cumberland

CEO South East Community Links