South East Community Links 

**EVERY PERSON COUNTS EVERY SYSTEM FAIR**

**ACHIEVING BETTER SOCIAL AND ECONOMIC OUTCOMES FOR PEOPLE IN OUR COMMUNITY**

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 integrated services, linking services to peoples’ 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.

**Role Description**

**Job Title:** Senior Practitioner Community Wellbeing

**Terms of Employment:**  Ongoing

**Hours:**  Full time

**Reporting to:**  Manager, Community & 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).

A probationary period of six months applies to this position. The incumbent will be required to support SECL policies and procedures.

**Position Purpose**

SECL are seeking a dynamic and passionate person to work with us in leading change across our Community Wellbeing services.  Advanced skills in assessment, goal setting and outcome measurement along with supervision and mentoring are essential. This leadership role incorporates service delivery and involvement in the rollout of the SECL ‘Bridge’, our integrated service framework across the workforce.

* The Senior Practitioner role offers a unique opportunity to combine high quality, responsive client service delivery with an organisational leadership role
* The Senior Practitioner Community Wellbeing sits within the Community & Financial Wellbeing team with responsibility for delivery of material aid, casework and microfinance services alongside task supervision of students and volunteers
* The Senior Practitioner will work closely with the unit manager to support a team consisting of paid direct service staff with specialist and generalist knowledge and skills and volunteers and students. They 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
* This role also consists of contributing to the development and integration of the Bridge framework across SECL. The Bridge is an internationally recognised framework for empowering participants to social and economic mobility through integrated service delivery and coaching techniques
* Senior Practitioners will demonstrate leadership through their own highly developed service delivery capabilities. They will support staff, students and volunteers to deliver impactful services to our client community. A vital responsibility of the role is to strengthen existing and develop new, client facing capabilities of service staff in line with our capability framework and service delivery model. Senior Practitioners will work as champions across SECL to implement change projects and drive continuous improvement

**Capabilities**

* 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
* 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 for clients
* Collaborative, encouraging, accommodating
* Time management and a strong ability to prioritise in a fast paced environment are critical skills in this role. SECL operates in a changing environment that will require timely responses to emerging social and economic trends impacting on our client community. An ability to manage oneself in times of change and uncertainty is essential.

**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
* Ability to deliver effective and meaningful communication
* Supportive approach to leadership and capability coaching

**Key Selection Criteria**

**Essential**

* A tertiary qualification is required for this role preferably in the field of social sciences.
* 3-5 years plus professional experience in a complex service environment
* Advanced Leadership and change management skills
* Excellent ability and goal setting Excellent organisational and time management skills
* Exceptional communication skills with the ability to establish and maintain effective relationships with a diverse range of stakeholders
* Focus on maintaining, extending and developing all aspects of client service 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
* Contemporary knowledge of government policy in respect to support services for families, social and financial inclusion, multicultural services and family
* Satisfactory completion of a National Police check and Working with Children check and a current Victorian Drivers License.

**Desirable**

* Awareness of working systemically with individual participants, families and communities to achieve social and economic mobility. A working knowledge of family violence practice and primary intervention and prevention
* Experience in working within Culturally & Linguistically Diverse communities
* A working knowledge of financial capability that encompasses concessions, energy hardship and microfinance.