

**TANGENTYERE COUNCIL**

**POSITION DESCRIPTION**

Position Title Intensive Family and Parenting Service Coordinator

Division Child, Family and Kin Division (CFK)

Classification Level 7

Job Holder

Prepared By Andrew Walder Date 25/02/20

Staff reporting to position: 3 x IFPS Child and Family Practitioners

1 x IFPS Social Worker

1. **Position Summary**

The Intensive Family and Parenting Service (IFPS) program receives referrals both from Territory Families (TF) and from the wider community and provides intensive support to families with children aged 0-18 residing in the Alice Springs region across the broad social work spectrum. Working from a strengths based perspective, the IFPS team provides focused and purposeful intensive support to families on their caseload, working alongside them to address safety concerns and risk factors to ensure the family stays together and the children can remain safely in the family home.

This position is focused on the provision of high level support, supervision and co-ordination to the CFK Intensive Family Preservation Service (IFPS) program, and will require high levels of communication and engagement with the Department of Territory Families (TF). It requires both extensive understanding and experience of the Child Protection system including relevant legislation, strong supervisory and communication skills, and high level case management knowledge relevant to the provision of effective support of CFK staff with varying levels of experience in providing family support. This position is directly responsible for all ensuring all reporting requirements are met within timeframes as per IFPS protocols.

The CFK IFPS program has a very strong commitment to cultural safety in its practice. The service model works from a strengths-based approach empowering families and working with them towards outcomes of their choice. This position reports to the CFK Division Manager and is supported with professional supervision.

1. **Responsibilities**
2. Provide high-level leadership, supervision and resources to the Tangentyere IFPS program.
3. Ensure all IFPS reporting requirements are met within timeframes as stipulated by IFPS protocols.
4. Establish and maintain key strategic relationships and alliances with stakeholders and service providers both internally and externally.
5. Ensure implementation of policies and procedures for all aspects of the IFPS program.
6. Ensure compliance and review of statutory requirements, with regard to Child Protection and Early Childhood, and successful implementation of CFK IFPS operational objectives.
7. Other duties as required.
8. **Major Accountabilities**

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| **ACCOUNTABILITIES** | **PERFORMANCE INDICATORS** |
| 1. Provide high-level leadership and management of staff and resources to the Intensive Family Preservation Service. | * Day-to-day coordination and smooth operation of IFPS including monitoring of KPIs. * Lead regular meetings, consultation and supervision for IFPS staff. * Co-ordinate IFPS program cases including intake, allocation, monitor, consult and review of all caseloads including that of IFPS Social Worker. * High level case consultation and direction for all IFPS cases, monitor case progress and outcomes. * Co-ordinate a range of appropriate interagency support services as identified in the case plan to ensure support is delivered in an effective and timely manner. * Ensure IFPS reporting requirements are met. * Periodic review of operations, processes and workloads. |
| 1. Ensure all IFPS reporting requirements are met within timeframes as stipulated by IFPS protocols. | * All reporting requirements met including monthly and annual reports to TF * Staff are supported to ensure that case plans are developed and provided to TF within stipulated timeframes |
| 1. Establish and maintain key strategic relationships and alliances with stakeholders and service providers both internally and externally. | * Broad knowledge of relevant services and programs in sector, and legislation relevant to the role. * Ongoing positive relationships and collaboration with internal and external partners, and specifically Territory Families * Input into partnership policies and procedures * Active engagement in events, meetings and forums as necessary. * Senior representation at relevant inter agency meetings where appropriate. * Facilitation of cooperative working relationships and partnerships. * Timely and open communication maintained with colleagues and external partners including Territory Families. |
| 1. Development and implementation of clear, concise policies and procedures for all aspects of the IFPS. | * IFPS policies and procedures developed and implemented. * Compliance with best practice and national standards for case management. |
| 1. Ensure compliance and review of statutory requirements, with regard to Child Protection and Early Childhood, and successful implementation of CFK IFPS operational objectives. | * Compliance with all statutes and legislation (Child Protection, Family Violence, Mandatory Reporting), and relevant training where necessary. * Staff training plans developed and register maintained and updated. * Programs compliant with the Council’s Strategic Plan. |
| 1. Other duties as required. | * Work as a team to provide a safe and collaborative environment. |

1. **Relationships**

**Internal**

* Child Family and Kin Division Manager
* IFPS Social Worker and IFPS Child and Family Practitioners
* All Child, Family and Kin Division Staff
* Social Services
* Access to Education
* Reception
* Human Resources
* Finance

**External**

* Department of Territory Families
* Department of Health
* Department of Education
* Police
* Legal Aid
* Department of Justice
* NGOs (e.g. Red Cross, Anglicare)
* Congress services

1. **Competencies**

Tangentyere Core Competencies

* **Commitment**
  + Strong self determination
  + The position requires a mature attitude to prescribed duties that rely on motivation to deadlines and all tasks given in a prescribed time frame
  + An understanding and commitment to punctuality, attendance and adherence to Tangentyere Council Staff Code of Conduct is essential
* **Teamwork**
  + Takes a leadership role in team meetings and discussions
  + Actively shares knowledge, information and expertise with other team members
  + Proactive in identifying solutions to common team challenges and goals
* **Communication**
  + Have a high level of interpersonal and communication skills, particularly in a cross cultural environment
  + Ability to communicate and listen to community members’ concerns and desires
  + Have a demonstrated ability to communicate confidently in a strategic manner with senior management
* **OHS**
  + Establish and maintain the framework for the occupational health and safety system in the area of managerial responsibility
  + Establish and maintain participative arrangements for the management of occupational health and safety
  + Establish and maintain the organisations procedures for identifying and controlling hazards and assessing risks
  + Establish and maintain the organisations procedures for providing occupational health and safety training and records
  + Evaluate the organisations occupational health and safety system and related policies, procedures and programs
* **Cultural Awareness**
  + Must have an awareness and understanding of Aboriginal culture and law
  + Must be able to in conjunction with senior management meet with external agencies to actively continue to raise awareness of the current complex issues that face indigenous Australians in today’s society

1. **Qualifications and Selection Criteria**
2. Tertiary qualifications in Social Work/Psychology or relevant discipline or relevant and equivalent experience.
3. Demonstrated experience in supervising, supporting and leading staff.
4. Demonstrated high-level knowledge and understanding of residential care, early childhood learning, positive parenting, family support initiatives and Child Protection legislation.
5. Demonstrated high-level knowledge and skills in case work specific to the context of Child Protection.
6. A strong awareness and understanding of Aboriginal culture and law and its relation to contemporary social justice issues facing Central Australian Aboriginal people.
7. Excellent communication skills – verbal, written and computer literacy.
8. NT driver’s licence, Police Check, Ochre Card, First Aid Certificate.
9. **Verification**

**This section verifies that the position holder and the manager have read the attached position description and are satisfied that it accurately describes the position.**

**Position Holder: Name:**

**Date Effective:**

**Signature:**

**Manager: Name:**

**Date Effective:**

**Signature:**