

<b>Position title:</b>	Family Engagement Practitioner	<b>Reports to:</b>	Team Leader
<b>Program / Department:</b>	Family Wellbeing Service	<b>Primary work location/s:</b>	Adelaide Metro
<b>Direct reports:</b>	NIL	<b>Key stakeholders:</b>	All relevant Grant Funding Bodies Department of Social Services Family Wellbeing Service Team Clients
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4

## Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

## Our values

<p><b>Integrity</b></p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p><b>Compassion</b></p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p><b>Empowerment</b></p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p><b>Innovation</b></p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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## About the role

Family Wellbeing Services (FWS) was first established in Salisbury Council area in 2013 and expanded to work across an additional 11 service areas across the Adelaide Metro and Adelaide Hills in 2015 to provide early intervention short term therapeutic support to children and young people from 0 to 18 years, their families, and the wider community.

FWS is a therapeutic team of passionate, caring, and skilled workers who work alongside clients (and their support network) with the aim to reduce the number of children and young people presenting to the various

mental health, clinical and crisis intervention services by providing practical, easy to learn tools and strategies through therapeutic support and psychoeducation for families.

The Family Engagement Practitioner facilitates accredited groups to strengthen families through early intervention and mental health support for 0–18-year-olds and their caregivers, focusing on infant and perinatal wellbeing. You will engage in a holistic, trauma-informed approach, providing evidence-based group and case management to enhance community connections and sustainable outcomes. The role requires self-motivation, creativity, attention to detail, and a broader awareness of best practices, including data collection, research, and evaluation, to support clients, families, and communities effectively.

## Role responsibilities

### Client delivery outcomes

- Deliver child and family focused group work to support good mental health for individuals and family functioning and support the family to build capacity to learn life skills in these areas.
- Work with clients to establish goals and achieve identified outcomes that support client wellbeing as part of group and case management delivery.
- Deliver a client-centered practice approach based on the organisation's Tapa Marnirni-apinithi best practice framework.
- Support clients to access and to engage in all the steps/touchpoints as outlined in Baptist Care SA's Client Journey
- Provide therapeutic group delivery for children, young people, their families and community care/support to complement case management practices where necessary.
- Be involved in providing group psychoeducation, case management support and facilitation of warm referral pathways into relevant services on behalf of our clients.
- Establish clearly defined goals, measurable goals, and outcomes, we ensure that the results support sustainable change for the child, who is our client.
- Identify goals that are achievable through collaboration with the family and the child or young person, making them personalized, motivational, relevant, intentional, action-oriented, and attainable within the designated time frames.
- The Family Engagement Practitioner will also be required to utilise their skills in advocacy, group facilitation and community education sessions within our community as needed.
- Working and supporting our clients holistically, in all areas of their life, including working with the client to identify any gaps that our program is not able to support and to create a case management plan and proactively link our clients and their supports via warm referral pathways working alongside our clients and their community of support to achieve outcomes.
- Proactively support community and stakeholder awareness of our service and the risk factors that are known to contribute to mental illness as well as impact the general well-being for children and young people in the community.
- Provide evidence to support your outcomes and evidence where outcomes were not achieved through the collection and input of data to specific software systems as required by the funding body and Baptist Care SA.

### Family Engagement duties

- Pro-actively contribute to the required contractual & organisational program outputs and outcomes through ensuring all individual and team outcomes are met and that the relevant and required data

has been processed and reported in a timely manner through the required channels as directed such as case notes, risk reporting and all other data as required in the role.

- Providing mental health promotion and psychoeducation to the wider community including activities that are designed to increase capacity to understand and respond to children or young people at risk or affected by mental illness.
- Use approved evaluative processes to demonstrate outputs through qualitative and quantitative means to ensure best practice.
- Be self-directed, and accountable professional ensuring all delivery practices, data entry, case noting, and any other administration work as required by the program are up to date and in a timely manner as directed.
- Ensure all the client's required documentation across the client journey are completed and regularly reviewed.
- Client feedback is recorded and collated indicating the client's and all relevant community outcomes including an increased understanding around mental health.
- Play an active role in attending and documenting all supervision as required (individual, peer, and group) to demonstrate accountability and improvement of practice.
- Professional, high standards and best practice are the benchmark of our team – supporting and developing individual and team strengths - contributing to team wellbeing and excellence in practice.
- Support the Team Leader and Program Manager to ensure the service complies with all funding requirements and outcomes.
- Actively contribute to all levels of practice to ensure high standards and best practice in all aspects at all times – includes your responsibility as a member of a team and individually.

### **Stakeholder relationship management**

- Actively build external relationships and engage in local network meetings related to your role as directed by leadership.
- Show evidence of positive stakeholder feedback regarding program activities and their outcomes.
- Always operate within service work directives and guidelines. Provide accurate and timely monthly reports to line manager including client feedback and outcomes associated with the role.
- Carry out tasks in line with the programs operational plan and work directives. Actively build external relationships and engage in local network meetings.

### **Quality and continuous improvement**

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

### **Work Health and Safety**

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.

- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

### Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

## About you

### The qualifications you bring

- Relevant tertiary qualification and experience in group (Minimum degree in Counselling, Psychology, Social Work, or similar as required by the funding body and the organisation).
- A certificate in Training and Assessment is desirable.

### The experience you bring

- Demonstrated experience in the provision of group facilitation and case management as part of an organisation providing mental health services, and/or the delivery of professional counselling or case management services to children and/or families.
- Evidence to demonstrate your knowledge, understanding and experience in previous roles where:
  - You have used trauma informed and responsive principles and practice methods.
  - solution focused therapy.
  - you have used brief/systemic therapeutic approaches.
  - You have successfully networked and built sustainable relationships with stakeholders.

### The competencies (knowledge, skills and behaviours) you bring

- Evidence of competent experience and ability for provision of therapeutic group facilitation, presenting or training and effective case management skills.
- Effective at engaging with participants and managing group dynamics.
- Demonstrated ability to understand contractual service and program compliance in a community services environment.
- Demonstrated adaptability as and when required to be flexible and open to change within the scope of your role.
- Demonstrated commitment to customer and stakeholder satisfaction.
- Understanding of the importance of evaluation requirements and demonstrated ability to collect and report outcomes accurately and timely.
- Continuous improvement regarding learning, program development and delivery – i.e., supporting a culture where staff are curious, positive and want to be actively involved in a strong supportive team culture/environment.
- An ability to understand how this role's requirements and expectations support the FWS Program's contractual and organisational obligations from both an individual and team perspective.

### Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Approved Psychological Suitability Assessment.
- Ability and willingness to travel within South Australia as required.
- Ability to work outside normal office hours.

## Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

## Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	2
Effective Date:	April 2024	Review Date	April 2025