

# Senior Practitioner

## Position Description

<b>Reporting to:</b>	Team Leader	<b>Work location:</b>	Mount Isa
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	<b>Family Integrated Case Management (F.I.C.M) -</b> Family & Child Connect Program	<b>Direct reports:</b>	Nil

### About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

### Here you'll make a difference

*At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.*

### Role Purpose

The key focus areas for the Senior Practitioner are:

- Drive quality program planning and implementation
- Coach, train and develop colleagues to increase skill and competency to enable high quality service delivery
- Develop and maintain operational stakeholder relationships that are critical to the success of the program
- Coordinate staff caseloads and program logistics, monitoring and evaluation, risk management and child protection
- Maintain a caseload of clients

### Here your skills will be valued

#### Planning and implementation

- Plan, oversee and coordinate the program to a high standard; reflecting the needs of participants, contractual requirements and Save the Children Australia's policy and practice
- Support staff to implement activities designed to increase safety, positive community engagement, life skills and cultural connection

#### Communication

- Develop and maintain strong working relationships with people from within Save the Children, key stakeholders, community members and external agencies
- Coordinate team meetings and training for the purpose of continual individual and team development
- Accurately and efficiently record and communicate all relevant information to the team
- Regularly liaise with external stakeholders to ensure timely communication and resolutions of operational issues and concerns

### Service delivery

- Provide sound and practical advice to colleagues on matters relating to service delivery
- Engage and build rapport with participants and community members
- Support participants to increase safety, positive community engagement, life skills and cultural connection
- Provide practical support, mentoring and advocacy for participants (as required) with complex needs
- Work in collaboration with government and non-government services to work towards common goals to meet the complex needs of participants
- Provide timely referrals and promote/facilitate access to other services

### Monitoring and evaluation

- Monitor activities and progress against milestones and outputs
- Review cases and/or program activities and provide reports which include status updates and recommendations for improvements
- Support the completion of internal and external quarterly reports on time and to high standard
- Oversee the quality of staff case notes and record accurate case notes
- Coordinate review of activities and evaluation of program through qualitative, quantitative and participatory methods

### Leadership

- As the subject matter expert in the program, provide coaching, support and advice to colleagues
- Contribute to and maintain a team environment that promotes Save the Children's values: accountability, ambition, collaboration, creativity and integrity
- Assist in workforce and volunteer planning, recruitment, selection, orientation and training processes
- Facilitate staff debriefs to ensure team members are supported to effectively perform their duties, maintain productivity, and cohesiveness within organisational practices and policies

### Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

### Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with [Child Safeguarding Policy](#) and [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

### All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

## Here you'll belong

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### Essential knowledge or experience

- Highly developed interpersonal skills with the ability to lead, coach and develop a team, as well as work effectively in a team
- Demonstrated skills, knowledge, understanding and experience working with culturally diverse communities, including Aboriginal and Torres Strait Islander children, young people, and families, with the ability to provide culturally safe, respectful, and inclusive support that recognises cultural identity, community connections, and the impacts of intergenerational trauma

- Demonstrated experience in using trauma informed practice
- Ability to build relationships, liaise and plan with program stakeholders and community members
- Strong communication skills and experience in report writing
- Proven ability to anticipate and resolve problems
- Strong time management and organisation skills
- Proven experience in program monitoring and evaluation
- Knowledge and/or experience in handling child protection concerns and processes

**Required qualifications and/or accreditations**

- Tertiary qualification in Social Work, Human Services, Psychology, Community Services, Child Protection, or a related field (or significant equivalent experience in family and child support services).
- Current Queensland Driver Licence
- Current First Aid and CPR certification (or willingness to obtain).

**Additional Information**

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- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia’s Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

<b>Driver’s Licence:</b>	Required	<b>Travel:</b>	No travel required
<b>Working with Children Check:</b>	Required	<b>Assets:</b>	Laptop/mobile phone