



Job Title:	Family Support Practitioner		
Classification:	Social and Community Services Employee Level 4 [SCHADS Award MA000100]	Department:	Mala'la Family & Community Wellness Service (F&CWS)
Location:	Family & Community Wellness Centre	Program:	FSS/CaFIS
Reports to:	Manager – Mala'la Family & Community Wellness Service		
Collaboration:	Manayingkarirra Primary Health Centre, DCF, Maningrida Women's Safe House, Nja-marléya Cultural Leaders and Justice Group, Maningrida Police, Maningrida College, Manayingkarirra Child & Family Centre, Homelands School Company, Babbarra Women's Centre, BHAC Community Services, integrated Mala'la Family & Community Wellness programs (Youth Diversion, Women's Cultural Support Hub, Murnun Men's Space), NAAJA, NAAFLS, Dept of Corrections.		
Employment Conditions:	Mala'la Health Service Aboriginal Corporation Enterprise Agreement 2024-2027		

JOB DESCRIPTION

POSITION PURPOSE

The Family Support Practitioner will work alongside families referred to our service to identify worries, responses to trauma and preferred pathways for healing in the context of the family group and extended kinship networks. The work will be engaged in culturally safe ways that promote individual and collective agency.

Guided by the knowledge and insights of our Aboriginal Family Wellness Workers, the Family Support Practitioner will provide therapeutic and intensive support through a relationally orientated, culturally responsive, trauma informed practice approach. This role will also ensure that the case management elements of our work with families are competently carried out and respectfully documented.

CONTEXT STATEMENT

Following a significant period of consultation and co-design with community members, the Mala'la Community Wellness Service has stepped into a vibrant landscape of action. The now established Ngarndúma Family & Community Wellness Service is aligned with the community's collective vision for an integrated, culturally resonant model of family support and wellbeing.

We work from a strong ethic of collaboration, and we are dedicated to creating contexts for local wellbeing practices to thrive and lead the way in the healing journeys of those who engage with our service. This has been the central intention of the Ngarndúma as it has emerged across various sites in the community, which currently include, but are not limited to, the Murnun Men's Space, the Women's



Cultural Support Hub, the Youth Centre, the existing programs delivered from the Mala'la Family & Community Wellness Centre and outreach to the Homelands surrounding Maningrida.

RESPONSIBILITIES

Case Management and Coordination Work with Families

- Through a trauma informed, family-centered case management approach, assist family members to connect with and strengthen their natural support and safety networks
- Work in a bi-cultural way alongside the key Aboriginal Family Wellness Workers for each of our referred families to explore the impacts of problems and plan responses to these
- Support with the documentation and review of these family aspirations and plans
- For DCF referrals, support families to achieve goals as identified in the referral
- Assist family members to navigate the system and access services
- Liaise with other agencies and advocate for the preferences of our referred families
- Respectfully document the family's journey (maintain client files and case notes)
- Collect and report data as required by our funding contracts
- Comply with Government requirements including mandatory reporting to DCF

Meetings

- Attend team meetings and regular reflective practice conversations
- Attend monthly DCF Operational meetings in relation to our referred families
- Attend other stakeholder/care team meetings as required, such as the Child Wellbeing & Safety Partnership (CWASP) meetings
- Attend meetings with key funders as required, to provide rich descriptions of service activities

Cultural Safety

- Demonstrate respect for Aboriginal culture, traditions, kinship systems and community protocols and values
- Work in a culturally safe and respectful manner with clients, families, community members and colleagues
- Support the organisation's commitment to culturally appropriate women and family services

Professional Development

- Participate in relevant workshops/training opportunities relating to family support and social and emotional wellbeing service delivery in this context.
- Engage with external supervision.

Information Systems and Confidentiality

- Use organisational systems, devices and equipment in accordance with policy
- Maintain confidentiality of all clients, resident, staff and organisational information



- Report any actual or suspected privacy breaches immediately

Work, Health and Safety

- Be familiar with WH&S policies and procedures; apply guidelines and procedures
- Report on safety hazards within the workplace
- Identify and assist in rectifying safety hazards within the workplace environment
- Participate in WH&S information sessions as requested
- Participate in annual fire drill

Other Duties

- Undertake other duties within the scope, skills and capability of the position as reasonably directed by the Family and Community Wellness Manager, or delegate.

Mandatory Requirements

- Confidentiality is a mandatory requirement; any breach of this requirement may compromise ongoing employment
- Compliance with all organisational policies and procedures
- Report to the CEO immediately on any personal criminal charges or convictions that arise
- Participation in mandatory training and annual performance review

SELECTION CRITERIA

Qualifications and essential requirements

- Tertiary qualifications in social work, counselling or other human service areas and eligibility for registration with corresponding professional body.
- Current Driver's License
- Current NT Working with Children Clearance Ochre card
- Satisfactory Criminal History Check

Essential Skills and Experience

- Demonstrated experience working with children and families who are responding to trauma and who have been, or are at risk of being, involved with the child protection system
- Demonstrated case management experience, including the upkeep of the administrative components associated with this
- Demonstrated experience working alongside Aboriginal people in a culturally respectful way
- Demonstrated knowledge of how placed based, community led strategies can enhance access to family support services
- Demonstrated understanding of the impacts of ongoing colonisation and intergenerational trauma



- Demonstrated ability to develop and maintain partnerships with stakeholders across professional networks
- Demonstrated understanding of data collection, monitoring and reporting, and the importance of engaging with community members and our Family Wellness Workers in this process
- Computer skills and competency in the use of Microsoft Office

Desirable

- Experience working with Aboriginal families and leaders in a remote community context
- Knowledge of the diverse and interconnected nature of families and language groups in the Maningrida region
- Training/Qualifications and/or experience in narrative practice
- A sound working knowledge of the principles of the Signs of Safety and Safe and Together practice frameworks

ACCEPTANCE OF RESPONSIBILITIES

I have read the requirements and responsibilities outlined in this Position Description, MHSAC Code of Conduct, Employment Terms and Conditions and agree to meet and adhere to these, and have my performance monitored and evaluated in relation to my performance in the role as detailed through this document.

Signature of Appointee:		Date:	
Signature of Mala'la authorized representative:		Date:	