



NJERNDA ABORIGINAL CORPORATION

Family Services – Intensive Support Practitioner

POSITION DESCRIPTION

PURPOSE OF THE ROLE

The Intensive Support practitioner plays a vital role in supporting Aboriginal families, young people and children to stay safe, strong, and connected. Guided by the Best Interests Case Practice Framework and grounded in Aboriginal ways of knowing, being, and doing, the role provides intensive, culturally informed case management that honours each family's story, strengths, and cultural identity.

This position works alongside families not *for* them, but *with* them to understand their needs, build on their resilience, and support healing. Through comprehensive assessments, collaborative goal-setting, and ongoing review, the worker helps families create meaningful and achievable action plans that keep children safe within their home and community.

A key focus of the role is strengthening cultural connection as a protective factor. This includes supporting families to maintain ties to culture, community, Country, and kin, and ensuring that cultural identity remains central to all decisions and interventions.

The Intensive Support Practitioner works closely with programs across Njernda and with external services to ensure families receive coordinated, wrap-around support. The role is flexible and responsive, contributing across Family Services when needed to ensure families receive timely, culturally safe assistance. At its heart, this role is about walking beside families with respect, compassion, and cultural humility and empowering them to create safer, stronger futures for their children.

Position Details	
Position Title:	Family Services- Intensive Support Practitioner
Location / Department / Division:	Families, Healing and Support Services – 103-107 Hare Street, Echuca
Reports to:	Family Services Coordinator
Positions reporting to this role:	NIL
Hours per week:	37.5, Full time
Budget / Funding:	DFFH- Intensive family services 302030
Award and Pay Grade / Level:	SCHADS Award – Level 5
Pay Point classification (if applicable)	PP1
Position Description last reviewed:	27 January 2026

Key Accountabilities
<ul style="list-style-type: none"> Provide case management to clients, parenting support and skills development according to individual family needs, while demonstrating an understanding of trans-generational trauma, community trauma and the adverse effects that underpins the work with the families.
<ul style="list-style-type: none"> Develop holistic and comprehensive assessments of the needs of infants, children, young people, and their families within the Best Interests Case Practice Framework by thoroughly understanding local Aboriginal community, family dynamics, child rearing practices and issues faced within the local community.
<ul style="list-style-type: none"> Monitor and assess risks to client children and young people and liaise with other professionals when requested.
<ul style="list-style-type: none"> Keeping a record of all completed work with families on the CSNET system, in a timely and accurate way.
<ul style="list-style-type: none"> Provide assertive outreach to families in the community involved in the program, engage with the family through in home support, within the community or at times, office based.
<ul style="list-style-type: none"> Where children and families no longer require the support of Intensive Family Services Program facilitate connections with community and less intensive professional support services to ensure continued support post their engagement with Intensive Family Services.
<ul style="list-style-type: none"> Act as a key conduit and contact point between the child, the family and other professional services ensuring relevant information is shared without jeopardizing confidentiality. This may include coordinating care team meetings, creating a holistic approach.
<ul style="list-style-type: none"> Work collaboratively with a range of multi-skilled specialists including but not limited to therapeutic treatment specialists.
<ul style="list-style-type: none"> Establish strong working relationships with child protection and other professional services critical to achieving the program objectives and key performance indicators.
<ul style="list-style-type: none"> Participate in formal and informal supervision as well as reviews when requested.
<ul style="list-style-type: none"> Plan and implement the provision of services and therapeutic support to children and their families. Report through an escalation process any concerning behavior that may place a child/young person at unacceptable risk.
<ul style="list-style-type: none"> With a strengths-based approach, solve problems based on operational knowledge and experience. Scan for useful information, look for underlying causes and suggest alternative actions for clients and staff.
<ul style="list-style-type: none"> Show an understanding of therapeutic intervention underpinned by trauma attachment, theory, and resilience.
<ul style="list-style-type: none"> Communicate, consult, liaise and negotiate with a broad range of stakeholders at all levels to achieve project objectives and goals and actively seeking feedback.
<ul style="list-style-type: none"> Provide timely and accurate monthly reports to family services coordinator indicating progress towards KPI's and enter data into program specific database and generate statistical reports for funding bodies as required.
<ul style="list-style-type: none"> Actively participate in quality improvement activities undertaken within your department.
<ul style="list-style-type: none"> Support values that respect historical and contemporary Aboriginal cultures and the traditional owners of the lands Njernda operate.
<ul style="list-style-type: none"> Take action to provide services that are inclusive of Aboriginal people and engage in learning about other cultures to better establish relationships and improve services. Actively promote connection to culture and provide Families with pathways for healing.
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<ul style="list-style-type: none"> Comply with relevant Quality Risk and Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend to all improvements & training opportunities.
<ul style="list-style-type: none"> Actively monitor and improve the quality and safety of care and services.
<ul style="list-style-type: none"> Assist with and support any internal or external audit processes.

- Any other relevant duties, within scope of skill level and training, as required by your coordinator / manager from time to time.

Organisational Responsibilities	
Positively promote Njernda within and externally to the organisation	
Comply with the Njernda Code of Conduct	
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position	
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback	
Carry out all work and interactions in alignment with Njernda values	
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.	
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles	
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position	
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements	
Participate in performance appraisal and supervision processes	
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite	

Njernda Values	
All staff are expected to behave in a way that is in alignment with our values:	
Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships	
Internal	External
Njernda Medical Centre	Client Families/Carers – for service delivery
Njernda Youth and Wellbeing	Childcare Centers
Njernda AOD team	Department Of Families, fairness, and Housing
Njernda Family Violence	Department Of Education
Berrimba Childcare	NDIS
Njernda Pediatricians	The Orange Door
Njernda Social and Emotional Wellbeing	Centre For Non-Violence
	Legal Services and Supports
	Hospitals
	Births, deaths and marriages
	Services Australia
	Other external stakeholders – for client related care
Selection Criteria	
Essential:	
<ul style="list-style-type: none"> Diploma of Community Services Work, or similar qualification which is studied over a minimum of two academic years of full-time study (or part time equivalent) and includes: (a) a primary focus on child development, human behavior, family dynamics and/or impacts of trauma (b) supervised fieldwork placements (ideally completed within the child and family welfare sector) and at least one unit of study in case management, case work practice. 	
Skills:	
<ul style="list-style-type: none"> A well-developed understanding of issues that impact Aboriginal families, children, and young people, particularly those who are involved with Child Protection. Strong Case Management Skills Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities. Demonstrated ability in trust building, rapport and relational work Demonstrated ability to work in a culturally respectful and competent manner, with Aboriginal young people, their families, and communities, to ensure that cultural connections are fostered and maintained Ability to participate in training to understand and apply evidence-informed practice approaches including Aboriginal Practice Modules and Common Elements. Sound knowledge of and demonstrated experience with implementing strengths-based interventions Demonstrated experience and understanding of child development, risk assessment, and family centered practices. A sound understanding of trans-generational trauma, community trauma and the adverse effects along with a sound understanding of the local Aboriginal community, family dynamics, child rearing practices and issues faced within the local community. 	
Experience:	
<ul style="list-style-type: none"> 3 years of experience in similar role 	

Satisfactory evidence of:

Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.

Desirable:

- Experience working with regional or rural Victorian Aboriginal Families and Communities

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed:

Date: / /

Print Name:

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File