



Information Package

Practice Specialist – Permanency Support

Full-time, permanent role based in Bathurst

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

Position Advertisement

Practice Specialist – Permanency Support (Bathurst)

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of FACS-funded programs, across Bathurst, Orange and Dubbo.

We are looking for a permanent, full-time **Practice Specialist** to provide professional support & coaching to our Case Workers in Permanency Support. The successful candidate will:

- Consult on complex cases and provide specialist advice on case work practice
- Coach and mentor staff on reportable conduct & court matters and take the lead when necessary
- Promote evidence based approaches & continuous improvement in professional case work practice
- Mentor and develop staff in case work practice

Benefits include a salary circa \$100,000pa plus superannuation, salary packaging, additional leave & professional external supervision.

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: www.veritashouse.org.au

Applications close at 9.00 am on Monday 18th March 2019

Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.

How to apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House. The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and

substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.

- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

employment@veritashouse.org.au

Position Description

Position Title:	Practice Specialist
Position Status:	Permanent, Full-time
Reports to:	Operations Manager, Permanency Support
Program:	Permanency Placement Program
Location:	Bathurst (with occasional work from other offices)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Grade 6

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive
- Fair and Honest

Primary Objective of the Position

Foster the implementation of best practice casework and provide direct practice-based professional support and development to the Veritas House Permanency Placement team to improve outcomes for children and families

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure.

Decisions that are referred to the Operations Manager – Permanency Support:

- All issues that require a sign off / approval from an Executive Manager or CEO;
- Issues outside of policy guidelines;
- Complaints from children or young people ;

- Requests for new business from funding bodies;
- Complaints from funding bodies;
- Critical incidents.

Position-Specific Roles and Responsibilities

- Foster accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs;
- Provide specialist advice to all levels of management and groups of staff on case practice matters and provide expert assistance in complex or sensitive cases;
- Work with and mentor caseworkers and managers in a planned and coordinated manner to role model and develop case practice skills that is responsive to the changing needs of children, young people and families;
- Facilitate the processes involved in reportable conduct matters and reportable conduct investigations;
- Coordinate and mediate engagement regarding complex matters eg: contentious case planning meetings;
- Undertake reviews and identify issues in regional caseworker practice, report on findings, and find solutions to improve the quality of casework through professional development and quality assurance programs;
- Develop an understanding of research and research-to-practice initiatives and commit to ongoing personal professional development including attending relevant practice forums and educational events;
- Support the transfer of policy and research into practical casework application via role modelling with caseworkers and taking a lead role in specific casework functions as a component of supported learning and development;
- Implement professional development programs within service delivery areas that improve and guide local casework and achieve clearly articulated quality casework outcomes;
- Develop and maintain networks and relationships with key stakeholders and clinical experts to deliver appropriate services for children, young people and families;
- Contribute to the accreditation and compliance requirements for the Agency.

Organisational Duties and Responsibilities:

Team Participation & Work Management

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team

- approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Placements and permanency plans are done in accordance with Aboriginal and Torres Strait Islander placement principles;
- Culturally & linguistically diverse children & young people have plans in keeping with their culture.

Accountability

- Accept professional supervision from your Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Work within a Legal & Ethical Framework

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports.

General Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by your Manager or an Executive Team member;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Participate in training and other development activities to foster continuous improvement and remain current in practice;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

Selection Criteria

1. Tertiary qualification in Community Services, Psychology, Social Work or similar;
2. Significant experience working within the out-of-home-care sector, with a demonstrated practice in the application of the NSW Child Safe Standards for Out of Home Care;
3. Demonstrated understanding of current evidence-based practice and models of intervention for working with children, young people and families;
4. Proven understanding of the impact of trauma, disrupted attachment and the impact of abuse and/or neglect on a child or young person's development, behaviour and wellbeing;
5. Demonstrated ability to coach, mentor, and collaborate with a range of colleagues to build understanding and knowledge and improve outcomes for clients, while encouraging reflective practice;
6. Proven capacity to provide specialist advice to all levels of management and staff on case practice matters and provide expert assistance in complex or sensitive cases;
7. A commitment to own learning and development with a view to sharing learning with the team.