



POSITION DESCRIPTION – Senior Practitioner	
Part 1 – Expectations for Your Role	
Position	Senior Practitioner - Housing Support and Family Connections Services.
Service / Program	Child, Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader- Housing Support and Family Connections Services.
Effective Date	October 2025

Key Deliverables

- Mentor, support and motivate a team of practitioners with the necessary clinical and operational supervision, and guidance to ensure quality service provision to Clients. Ensuring services are customer focussed and of high quality that comply with quality and compliance standards.
- Coordinate systems that support high quality, inclusive and flexibly service delivery including intake, assessment, client engagement, case plan, intervention, review and referral or case closure.
- Successful and efficient daily operation of the Housing Support and Family Connections Services Teams and programs. Achieved through the provision of support, performance development, coordination of caseload, team meetings and supervision to staff.
- Ensure that risk and safety concerns are managed effectively and are the subject of a continuous cycle of assessment and review.
- Overseeing the maintenance of EACH system and processes related to data management, risk reporting, quality improvement, client record systems and staff files, in accordance with the deliverable services of this program.
- Provide oversight and support across the full duration of program delivery, which runs across 7 days.
- Maintain evidence-based practices in case management, child safety and family interventions.
- Ensure services operate in accordance with relevant legislation, funding and reporting requirements, for example Child safe standards and homelessness sector guidelines.

Skills

- Able to mentor, support and motivate teams.
- Develop and maintain collaborative relationships with a range of stakeholders both internal and external.
- Strong skills in understanding staff and client needs.
- Effective in engaging clients and stakeholders to achieve program goals.
- Seeks diverse information and adapts approaches to problem-solving.
- Collaborative and flexible team player.
- Understands homelessness, family services and child safety issues, open to related training.
- Strong administrative and organizational abilities.
- Well-developed verbal and written communication skills
- Ability to manage challenging situations and difficult conversations in a courteous and respectful manner
- Demonstrated skills in screening and assessment
- Effective time management and organisational skills
- Ability to build a team, where practitioners work across weekends, shifts and sites.
- A strong commitment to supporting and delivering quality client service provision, excellence and innovation in work practices
- Demonstrated ability to engage and work effectively with a diverse client base



- Well-developed technical skills in IT and experience using a range of software and databases

Experience and Knowledge

- Direct experience working with children, families and clients presenting multiple and complex needs.
- Experience in developing a range of written reports to funders or other stakeholders.
- Experience working in a fast-paced environment, managing multiple processes simultaneously.
- Sound understanding of trauma informed and family focused practice.
- Understanding and experience of working with individuals or families who have been impacted by family violence and/ or homelessness.
- Experience managing competing priorities and working under pressure.
- Appreciation and understanding of the community services sector and Children's contact Services, with awareness of industry-specific needs and compliance requirements.

Qualification/Registrations/Licences (*Mandatory only*)

- Tertiary qualifications in Psychology, Social work or related discipline.
- Drivers license.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to other Each offices and ability to travel to carry out outreach.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.