

Position Description

Family Services Support Practitioner

Position	Family Services Support Practitioner
Team	Families and Community
Role Classification	SCHADS Level 4
MARAM Tier Level	Tier 2
Employment Type	Full Time, Fixed Term Contract
Hours	38 Hours per week
Location	Frankston, Hampton East and Sandringham (Bunurong Land) <i>The incumbent may be required to work from other Family Life sites.</i>
Reports To	Team Leader, Family Services
Effective Date	July 2026

Overview of Program

Family Life has been working with vulnerable children, families and communities since 1970. At the core of our organisation is our vision to build capable communities, strong families and thriving children. As an organisation we celebrate diversity and inclusion. We value, respect, and listen to people who are culturally and/or linguistically diverse, gender and sexually diverse and people with a disability.

The Families and Community Program provides a variety of programs to the community, which includes Connecting Families, Strengthening Families and Restoring Families. These programs are aimed at providing an enhanced response to families with significant needs who have children under the age of 18 years old. The service is focused on strengthening

the capacity of families to provide a safe, nurturing, and stable environment for their children.

The Family Services Program Support Practitioner role forms part of the Connecting Families program in the Bayside Peninsula region, providing early help activities that are designed to reach and engage families earlier in their experience of difficulty. This is achieved through Family Life's Place Based Community Activation approach that offers families accessible points of entry across key early learning, educational and wellbeing hubs across the south-east. Recognising that the communities we support have immense resources to build the capacity of families.

Position Objective

The Family Services Support Practitioner (FSSP) role has two main functions:

- 1/ To provide a high level of administrative support to the broader Families and Communities Program, ensuring the smooth running of operations with a focus upon the groupwork coordination and reporting, and;
- 2/ To support the Families and Communities team and the Creating Capable Communities (CCC) team to activate community engagement in our place-based locations across the Bayside, Peninsula region.

The FSSP role is uniquely embedded in community settings where promotion of our evidence based groupwork programs and broader Family Life programs can be shared and community connection and belonging nurtured.

Key Responsibilities

The key responsibilities include but are not limited to:

- Provide high-level administrative support to internal and external stakeholders.
- Coordinate day-to-day operations for the Family Services Group Work portfolio, including registrations, administration and reporting through the Client Management System, with direct contact with referred families as required.
- Gather, analyse and collate program data for quarterly departmental reporting, including generating accurate reports, maintaining strong attention to detail and using relevant computer databases effectively.

- Support the Family Services team with administrative tasks such as brokerage documentation, Our Village orders and other duties as directed.
- Contribute to Family Life's place-based approach through direct community engagement that improves accessibility, participation and support for local families.
- Work alongside the Creating Capable Communities team to develop and maintain professional and support networks that enable warm referrals and smooth connection to activities and supports, including direct community engagement through activities such as 'Coffee and Chat'.
- Contribute to the delivery of our accredited evidence-based groupwork programs which involve direct program facilitation in person or online and at times after standard business hours.
- Assist with the planning and delivery of relevant projects as directed by line management.
- Support the CSnet Champion with group work-related training and development for the broader team.
- Engage in regular management supervision with the Team Leader to support professional development.
- Participate in professional development, network meetings, team meetings and supervision as directed.
- Collect, record and maintain documentation to required quality standards, demonstrating service impact and effectiveness in line with legislation, organisational standards and program contracts.
- Apply a continuous improvement lens to strengthen service delivery processes and the broader service system, working with leadership to implement agreed improvements.

Key Selection Criteria

1. Bachelor qualification preferred within a relevant field such as Community Services, Social Work or similar. Experience applying these skills within Community Services/NFP is desirable.
2. Demonstrated high level proficiency with information technology including Microsoft Office suite, Google suite, video conferencing platforms and client management systems.
3. High level verbal and written communication skills ensuring the effective completion of required administrative tasks, utilising the organisation's computer-based client management software.
4. Strong attention to detail and problem solving with the ability to self-manage workload effectively, being proactive in providing follow up and adhering to timeframes as dictated by our funding bodies and Family Life process and policy.
5. Commitment to continuous improvement and upholding quality standards with a keen interest in process development.
6. Highly developed interpersonal skills with the ability to interact positively with a wide range of people from diverse backgrounds while managing sensitive and confidential information.
7. Enthusiastic with a positive, can-do attitude with commitment to the Family Life Way.
8. Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders, both internal and external.
9. Experience building strong relationships with key stakeholders, working as part of a multidisciplinary team to ensure wrap-around support to empower independence and connection to community level support.
10. Strong knowledge of the community resources and the ability to assess and link families based on support needs, service capability, accessibility and sustainability.
11. An interest in supporting families experiencing a range of complexities including mental health, alcohol and other drug misuse, family violence, and trauma.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety  • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind	Celebrate Difference  • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences	Be Bold  • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
Be Real  • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest	Dream Big  • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise	Embrace Everyone  • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites; therefore it is essential that all employees hold a current and valid Victorian Driver's Licence.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.