

POSITION: Psychologist-Key Worker

REPORTS TO: Team Leader

DATE UPDATED: August 2021

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The Early Childhood Intervention Program is a specialist service for families of children with developmental delay/disabilities. Early Childhood Intervention is based on the importance of maximising interventions in the early years to achieve optimum outcomes in later development.

We work in partnership with families, valuing their skills, knowledge, and involvement. We respond to their needs and choices by providing support, information, and resources.

The Key Worker will deliver quality services and supports within a social insurance model that is focussed on achieving outcomes and return on investment. The support delivered will be mutually agreed on by parent/carer and service, based on individual child goals and a clear family support plan.

JOB PURPOSE

The Key Worker will work as part of a team in a trans-disciplinary model of service delivery. The position is responsible for providing specialist support and service provision to children with a disability or developmental delay and their families, in order to promote development, well-being and community participation. The role will operate in partnership with parents/caregivers, families, and other significant stakeholders to enhance their knowledge, skills and supports to meet the needs of the child. The Key Worker will promote and optimise the child's learning and development to ensure full and active participation in family and community life. They will implement service provision under the National Guidelines on Best Practice for Early Childhood Intervention Services and relevant NDIS guidelines.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Work within a trans-disciplinary team to provide high quality Early Intervention or therapeutic supports focussed on child and family goals and priorities, delivered within both universal and specialist support services.
- Utilise skills and knowledge in psychology to provide high quality, flexible family-centred services, and a strengths-based approach to children with additional needs and their families.

- The ability to demonstrate psychology specific competencies in understanding and analysing the ability of the child in all areas relating to cognitive, behaviour and emotional development.
- Work to fulfill the service agreement plan set between MCM and the family.
- Provide support to children and families through home visits, integrated education settings, community support, group focussed programs, Tele-practice and broader early childhood and school settings.
- Ensure support is culturally responsive and reflective of the community in which they are a part.
- Assess, develop, and implement planning, therapy, and other support strategies to achieve high quality outcomes for the child and family.
- Monitor, evaluate and clearly define child goals to ensure service effectiveness and continuous improvements through regular review.
- Work closely to engage with other Key Workers/therapists within the team to deliver high quality integrated therapy supports as stipulated in the service agreement.
- Develop and maintain effective collaborative relationships with key stakeholders with a focus on integrity, respect, and accountability.
- Provide support, consultancy and training to broader generic early childhood and school-based programs to ensure inclusive practice within the community.
- Provide ongoing feedback through progress notes, reports, and discussion with family/carers in a timely and effective manner.
- Participate in MCM's initiatives, professional development program and professional networks to ensure the highest standard of practice is maintained.
- Uphold professional standards by demonstrating best practice and keeping abreast of practice developments, government policy, NDIA policy and statutory requirements.
- Assist with the evaluation and analysis of discipline specific guidelines, policies and procedures as required.
- Adopt a risk management approach to problem solving to assist in identifying issues which may have ramifications for the child, family, or broader community in which we work.
- Ensure own professional development needs are identified and updates as required, whilst maintaining and updating discipline specific skills.
- Participate in supervision regularly.
- Contribute to the supervision of discipline specific students as required.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Manager – Early Childhood Intervention Services or delegate.
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KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations, and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Relationships

This position will work closely with all adults involved in a child's life – parents, paediatrician, kindergarten, school, childcare staff, and any other professionals working with the child and family.

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in Psychology
- A sound understanding of current theory and practice in paediatric psychology.
- Demonstrated ability to work within a transdisciplinary or multidisciplinary team.
- Working experience and knowledge in typical and atypical childhood development and strategies to facilitate early childhood development within a range of settings.
- Demonstrate the ability to work with more specialist therapeutic and child/family support agencies to assist children and families with more complex needs to develop and implement an individualised intervention plan.
- A commitment to family centred practice, maximising the opportunities and support provided through generic early childhood and school-based services.
- Substantial experience providing psychological services to children with disability and their families.
- Extensive experience in providing clinical and/or behaviour assessment, intervention and support in the early childhood intervention and disability sectors.
- Ability to implement effective caseload management strategies
- A working knowledge of the NDIS and relevant disability legislation.
- Current registration with the Australian Health Practitioners Regulations Agency (AHPRA).
- Demonstrate excellent interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.
- Computer literacy, including proficiency in electronic records and data management tools.
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a valid Victorian Working with Children Check (Employee), NDIS Worker Screening Check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse, and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations, and work responsibilities as detailed in our various policies and procedures, Code of Conduct, and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Customer Focused We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders, and partners. Is recognised being principled and as having expertise as a leader.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.

REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
Accountable	We act safely in all our interactions. We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.