

# Employee Position Description

| Key Position Information   |   |   |  |
|--|---|---|--|
| Job Title<br><b>Social Worker – Service Coordination</b>   |   | Reports To<br><b>Program Manager – Client Services</b>                                      |  |
| Department Name<br><b>Individual &amp; Family Support</b>  |   | Department Code<br><b>041</b>   | Cost Centre<br><b>6250</b>                   |
| Work Area [Shared Services, Operations]<br><b>Operations</b>                                     |   | Work Area Code  | Initial Work Location<br><b>St Kilda Rd</b>  |
| Enterprise Agreement [EA]<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Name of Enterprise Agreement<br><b>SCHADS / NHAS / No Agreement</b> |   | Classification [per EA]<br><b>SACS L6 P3</b> |
| Incumbent  |   | Job Description<br><input type="checkbox"/> New <input checked="" type="checkbox"/> Updated | Date Effective<br><b>August 2019</b>         |

## Primary Purpose of Job

Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care’s point of view.

The Social worker- Service coordination facilitates the care of individuals and families with multiple or complex needs including those experiencing issues with family violence, mental health, child wellbeing and safety, homelessness and alcohol and drug misuse.

The role will undertake a holistic assessment with the aim of developing, implementing and/or coordinating a shared support plan involving internal and external services as required. This position provides case management services to vulnerable individuals, children and families with a focus on strengthening families and ensuring the best interests of the child are met. Additionally the role will provide case consultation to community members and organisations as well as internal stakeholders on matters of complexity and safety.

## Dimensions

| Direct Reports | Indirect Reports | Budget Financial Responsibility | Delegated Financial Authority |
|----------------|------------------|---------------------------------|-------------------------------|
| 0              | 0                | \$nil                           | \$nil                         |

## Role Balance

| People – <u>percentage</u> of time getting things done through others | Scheduling – <u>percentage</u> of time planning, coordinating | Technical – <u>percentage</u> of time delivering based on knowledge and skills |
|---|---|--|
| 10%   | 20%   | 70%  |

## Key Result Area (KRA)

## Key Accountabilities and Responsibilities

Accountable = “The buck stops here”    Responsible = “The doer”

|                           |  |
|---------------------------|--|
| <b>Jewish Care Values</b> | <ul style="list-style-type: none"> <li>Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making</li> <li>Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children</li> <li>Adhere to the organisation’s Code of Conduct</li> <li>Report any suspicions, concerns, allegations or disclosures of alleged abuse to management</li> </ul> |
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| Key Accountabilities and Responsibilities |  |
|---|--|
| Key Result Area (KRA)                     | Accountable = "The buck stops here"    Responsible = "The doer"  |
| <b>Case Coordination</b>                  | <ul style="list-style-type: none"> <li>• Undertake a comprehensive assessment for clients who are experiencing complex issues and may require multiple services that:               <ul style="list-style-type: none"> <li>○ Identifies clients' needs, capacity and goals</li> <li>○ Identifies and responds to risk</li> <li>○ Determine supports required</li> <li>○ Informs the development of an individual/shared support plan</li> </ul> </li> <li>• Conduct relevant risk assessments, safety plans and participate in information sharing</li> <li>• Contribute to an integrated and collaborative child centred, family focused service system</li> <li>• Advocate for services to meet the specific clients complex needs</li> <li>• Complete referrals to other services</li> <li>• Provide timely responses to client and service provider enquiries</li> <li>• Undertake the role of care coordinator for clients requiring complex care, ensuring continuity of the shared support plan across services whilst multiple issues are being addressed</li> <li>• Coordinate case conferences and care plan reviews to ensure appropriate monitoring and review of shared support plans</li> </ul> <p>Develop and contribute to the maintenance of resources and information for the Complex Care Coordination team</p> |
| <b>Relationship Management</b>            | <ul style="list-style-type: none"> <li>• Develop and maintain knowledge of available community support service resources both internal and external, including waiting lists and eligibility criteria</li> <li>• Attend relevant internal and external meetings</li> <li>• Assist clients in developing and maintaining informal support networks within their communities</li> <li>• Capacity to work collaboratively with external stakeholders, clients and internal staff</li> <li>• Liaise with other community service professionals</li> <li>• Work in collaboration with the Information and Access team to ensure appropriate and seamless referral</li> <li>• Work in collaboration with other program areas to enhance knowledge transfer of internal and external service developments and partnerships</li> </ul>   |
| <b>Record Management</b>                  | <ul style="list-style-type: none"> <li>• Store and maintain client records and statistical data in accordance with Jewish Care policies, procedures and statutory regulations &amp; legislation</li> <li>• Ensure the accurate recording and collection of data for the purpose of meeting internal and external reporting requirements</li> </ul>   |
| <b>Professional Development</b>           | <ul style="list-style-type: none"> <li>• Participate in formal supervision</li> <li>• Develop and maintain knowledge and skills in on appropriate theoretical frameworks and contemporary practice</li> </ul>  |

| Corporate Accountabilities and Responsibilities |  |
|---|--|
| <b>Team Member</b>                              | <ul style="list-style-type: none"> <li>• Actively contribute as a member of the team, participating in team discussions and reviews and contributing to a positive and respectful team culture</li> <li>• Perform work safely and complete tasks on time, on budget and in accordance with expectations</li> <li>• Develop career goals and initiate career conversations with line manager</li> </ul> |
| <b>OHS</b>                                      | <ul style="list-style-type: none"> <li>• Be pro-active in caring for the health and safety of all people within our work environment</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Ensure all appropriate actions are taken to implement JCV OH&amp;S policies, procedures, training, and legislative requirements</li> <li>• Demonstrate initiative in implementing actions that facilitate the continuous improvement of OH&amp;S within JCV</li> </ul> |
|--|---|

## Key Relationships

|                 |  |
|-----------------|--|
| <b>Internal</b> | Information and Access Team<br>Individual and Family Support Services-<br>Jewish Care Aged and Disability Services   |
| <b>External</b> | Community Mental Health Services<br>Alcohol and Other Drug Services<br>Department of Health and Human Services<br>Homelessness Entry Point<br>Family Violence Services |

## Values

Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:

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|--|---|
| <b><i>Derech Eretz:</i><br/>Respect</b>                      | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| <b><i>Kehilla:</i><br/>Community</b>                         | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.                   |
| <b><i>Hachlala:</i><br/>Inclusion</b>                        | We embrace diversity and work together for a just and equitable society.  |
| <b><i>Achrayoot Chevratit:</i><br/>Social Responsibility</b> | Behaving ethically, with sensitivity and acting in the best interests of all.   |

## Role Required Capabilities

|   |   |
|---|---|
| <b>Skills</b><br>(the technical skills to do the job at a high level of accomplishment) | <ul style="list-style-type: none"> <li>• Proven proficiency in the use and application of Word, Excel and PowerPoint</li> <li>• High-level interpersonal and communication skills including experience in liaising &amp; negotiating with a wide range of stakeholders</li> <li>• Ability to work both autonomously and as part of a team</li> <li>• Demonstrated experience in case management working with vulnerable children and families</li> <li>• Knowledge of a community language (e.g. Hebrew, Russian, Polish) desirable</li> <li>• Proven proficiency in the use and application of Word, Excel and PowerPoint</li> </ul> |
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| <p><b>Knowledge &amp; Qualifications</b><br/>(the specific qualifications required and knowledge fields are ideally required of the incumbent)</p>   | <ul style="list-style-type: none"> <li>• <b>Essential:</b> Tertiary qualification in Social Work</li> <li>• Contemporary knowledge of child developmental, disabilities, mental illness, grief and loss, family dynamics, family violence , child wellbeing and safety, parenting strategies and substance abuse</li> <li>• Understanding of evidence based frameworks</li> <li>• Knowledge of community support services or ability to develop such knowledge</li> <li>• Knowledge of funding and legislative requirements relevant to the provision of services or ability to develop such knowledge</li> <li>• Demonstrated knowledge of holistic assessment and crisis assessment frameworks</li> <li>• Sounds understanding of Best interest framework and CYFA 2005.</li> <li>• Knowledge of Family Violence service system</li> <li>• Knowledge and awareness of Child Protection Orange Door and child focussed family Support</li> </ul> |
| <p><b>Experience</b><br/>(the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)</p> | <ul style="list-style-type: none"> <li>• <b>Essential:</b> Minimum of two years' experience working in the community sector in a coordination, case management role</li> <li>• Experience in undertaking professional in-depth assessments of client needs</li> <li>• Demonstrated experience in providing appropriate responses to client needs, using a range of intervention strategies, including referral, liaison and advocacy with relevant service providers</li> <li>• Experience working with families impacted by family violence.</li> <li>• Experience in working with a culturally diverse client base</li> <li>• Experience working with child protection</li> </ul>   |
| <p><b>Wisdom</b><br/>(the sensitive tasks that require good judgement)</p>   | <ul style="list-style-type: none"> <li>• Ability to work with and assist staff to effectively support clients according to their individual needs and personal preferences</li> <li>• Knowledge of issues and concerns that effect the Jewish community and/or openness to learn</li> </ul>   |
| <p><b>Valuing</b><br/>(the type of work someone undertaking this role would need to value)</p>   | <ul style="list-style-type: none"> <li>• Working collaboratively with multiple stakeholders and other team members to achieve a common goal</li> <li>• Attention to detail</li> </ul>   |
| <p><b>Pre-Requisites</b></p>   | <ul style="list-style-type: none"> <li>• Australian Police Check</li> <li>• International Police Check where relevant</li> <li>• Working with Children Check</li> <li>• Commitment to providing professional and safe services to all residents and clients, including children and young people</li> <li>• Commitment to creating an environment that ensures our clients are safe and free of abuse, neglect, violence and preventable injury</li> <li>• Unrestricted right to work in Australia (Visa evidence required)</li> </ul>  |

## Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

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A signed copy of the position description must be returned to:  
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or [HR@jewishcare.org.au](mailto:HR@jewishcare.org.au).