

Position Description

Position Title	Senior Therapeutic Case Worker	Reports to (title)	Youth Accommodation and Tenancy Coordinator
Directorate	Children, Family and Community Services	Location	Kewdale
Sub Directorate	Youth and Homelessness	Date of Review	19/06/2020
Classification Band	Level 8	Award / Agreement	MCS General Staff Agreement 2013

1 Position Purpose

The primary purpose of this role is to supervise the therapeutic needs of residents at Carlow House, including providing case management, youth worker supervision and supporting the functioning of young people accessing residential care. This position will work closely with the Coordinator and Youth Workers to facilitate the enactment of the therapeutic environment and be an active participant in day to day operations of Carlow House.

2 Dimensions and Working Relationships

Positions directly supervised and total number of report (direct and indirect)	Directly – Nil Indirectly – 5 (Youth Workers)
Working relationships (internal and external)	<ul style="list-style-type: none"> Internal Customers – Youth Workers, Accommodation and Tenancy Coordinator and Manager - Youth and Homelessness External Customers – Service Users and External Stakeholders Peers – MercyCare Youth and Homelessness employees

3 Major Accountability Areas

Key Objective	Key Outcomes
Service Delivery	<ul style="list-style-type: none"> Maintain caseload of clients and work in accordance with the aims of MercyCare and Policies and Procedures Undertake specialized needs assessment for young people placed in Carlow House Seek to ensure consistency in therapeutic approach within the care environment and with individual and external support providers. Assist in leading the development, implementation and review of Support and Safety Plans for the young people. Engage, listen and support young people to deal with their concerns, build positive relationships and engage in activities to enhance their resilience and self-esteem. Promote positive relationships between the young person and their family and engage the family network in all decision-making processes in accordance with the young person's wishes. Establish, facilitate and support family meetings to assist in building relationships between family members. Identify and link young people into appropriate, relevant and/or specialist support services. Provide advocacy on behalf of young people within the broader service system. Provide support to education/vocational programs in relation to the needs of the young person. Provide, where appropriate, therapeutic support or counselling to the

	<p>young person or coordinate external counselling as required.</p> <ul style="list-style-type: none"> • Active participation in post-placement support planning and referral to ensure continuity of service support. • Participate in regular line management supervision with the Coordinator
Stakeholder Engagement	<ul style="list-style-type: none"> • Represent MercyCare at relevant sector events, including leadership events • Undertake community forums/reference group and projects relevant to community needs as directed by the Coordinator • Participate in maintaining networks with relevant government and non-government organizations, • Liaise with other agencies/organisations in the young person's context who are critical to the Care and Support Plan
Administration	<ul style="list-style-type: none"> • Assist in the development and maintenance of policies and procedures for Youth and Homelessness • Maintain accurate records of intervention including assessment and case notes. • Review the daily reports regarding each young person • Maintain administrative responsibilities including reports, submissions, statistical data and audits • Participate and guide the referral intake process • Support staff with incident management • Support research as required • Undertakes additional duties as requested by the Coordinator and/or Manager.
Coaching and Supervision	<ul style="list-style-type: none"> • Provide professional supervision and client consultation to Youth Workers at Carlow House • Participate in development and provision of staff training in accordance with trauma informed therapeutic approaches. • Support the ongoing development and integration of MercyCare's trauma-informed practice framework across the directorate • Provide ongoing support to Youth Workers and the wider team to embed the therapeutic approach at all levels of the program • Promote collaboration and effective communication as per the therapeutic environment. • Provide secondary consultation to other relevant professionals/significant people regarding the clients of Carlow House • Facilitate and support reflective practice meetings
Occupational Safety and Health	<ul style="list-style-type: none"> • Contributes to a safe working environment for employees, volunteers, contractors and visitors • Models compliance with relevant legislation, professional standards, policies, procedures and instructions • Reports all risks, hazards and incidents • Consults with employees and their representatives on safety and health matters

4 Decision Making Authority

Authority to commit resources of MercyCare in line with the Operational Delegations of Authority.

5 Position Demands (including physical demands, challenges of the sector etc)

Position Demands include:

- The ability to travel around the Perth metropolitan region if required
- The ability to work out of typical office hours if required

- The ability and sensitivity to work in highly emotive environments

6 Position Holder Requirements

Formal Qualifications	<ul style="list-style-type: none"> • Tertiary Degree in Social Work, Psychology or related Human Services field is required
Skills, knowledge and experience (<i>including technical skills</i>)	<ul style="list-style-type: none"> • Understanding of evidence-based service models for working with young people and families • Demonstrated experience working with complex young people and their families • Experience working with external agencies and professionals • Experience and knowledge, education, substance abuse, family work, relationship counseling and child abuse • Experience working effectively with ATSI, CaLD and LGBTQIA+ communities • Knowledge of issues presented by homeless youth, those at risk of homelessness and their families • Experience and knowledge working from a trauma informed practice approach • Experience in case work practice within the community sector • Excellent oral communication and interpersonal skills • Demonstrated ability to be innovative and flexible
Special Conditions, Registration/s, Licenses	<ul style="list-style-type: none"> • Working with Children Check • Drivers License • National Police Clearance • MercyCare takes child protection seriously, and as an employee you are required to meet the behaviour standards outlined in our Safeguarding Children Procedure.
Capabilities	<p>Personal Effectiveness: <i>Align values, strengths and commitment to achieve goals that enriches sense of self.</i></p> <p>Competencies demonstrated through behaviors of Values Led; Self-Aware; Accountable; Displays Initiative; Change Ready</p> <p>People Engagement: <i>Communicate with, relate to, and interact effectively with others in ways that empowers and improves relationships.</i></p> <p>Competencies demonstrated through behaviours of Person-Centered; Collaborative; Culturally Sensitive and Inclusive; Communicates Effectively; Welcomes and Gives Feedback</p> <p>Operational Excellence: <i>Achieve results by demonstrating the right work culture, practices and processes.</i></p> <p>Competencies demonstrated through behaviours of Deliver Quality Services; Safety and Risk Awareness; Role Specific Skills; Plan and Priorities Work; Innovative</p>

7 MercyCare Values

MercyCare is committed to employing a caring, responsive and dedicated workforce and who provide services that enhance the quality of life in the community

- Respect:** We value the inherent worth of each person and the natural environment.
- Integrity:** We are honest, genuine, accountable and reliable
- Compassion:** We respond with open hearts and minds to people's needs
- Justice:** We recognise everyone's right to a fair share of resources and opportunities
- Excellence:** We strive for outstanding performance and creativity
- Courage:** We promote a mind and spirit that faces up to and engages with challenges

Approval

Line Manager:	Accommodation and Tenancy Support Coordinator	Date:	19 June 2020
HR Endorsed:	Manager, HR Services	Date:	19 June 2020
WGEA Classification:	[LSWP]	HR Position Title:	Senior Case Worker

The approval process is to reflect that the position description has been reviewed and evaluated (HR Endorsed) and is an accurate description of the requirements of the position (Line Manager). The purpose of this position description is to serve as a general overview of the accountabilities, knowledge, skills and competencies required for this role. It is not intended to represent the entirety of the job and therefore the occupant of the position may be required to perform other reasonable work-related duties that are not specifically listed herein.