

Position Description

Pregnancy and Family Support Case Worker (SACS Level 4)
Caroline Chisholm Society

The Caroline Chisholm Society

The Caroline Chisholm Society (the Society) is an agency providing a range of support and assistance to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for life, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and supporting the importance of the early years.

More information about the Society is available at <http://www.caroline.org.au> in our constitution and in our annual reports.

Nature of the role of the Pregnancy and Family Support Case Worker (SACS Level 4)

Pregnancy and Family Support Case Worker (SACS Level 4) at the Caroline Chisholm Society delivers support services to families including assessment, counselling, single session & short-term casework, case management, referral and advocacy.

The role requires staff to work with 8-12 clients depending on hours of work, workload and be available to support clients in single session casework and group work. All caseworkers at the Caroline Chisholm Society are required to support us to offer a welcoming environment and to respond to the needs of pregnant women and young families. This may include offering counselling and providing new and pre-loved goods, and taking appointments for clients seeking assistance. This may also include answering the telephone, responding to those who enter the building and working from an alternative office.

Working closely with all stakeholders, the Pregnancy and Family Support Case Worker (SACS Level 4) is charged with:

- upholding and promoting the values and objectives of the Society,
- case management, with the ability to manage complex cases independently, including the capacity to demonstrate initiative while operating as part of a team, including experience with:
 - improving women's access and participation in antenatal and postnatal services through direct client services, active outreach to support services.
 - leading parent education groups focussed on the early years and parenting.
 - engaging with Maternity Services, and Maternal and Child Health Services.

- independent parenting and play group work, single session and short term case work,
- client related record keeping and data entry with limited oversight,
- self-initiated, management supported agency and administrative duties, and
- continuous professional development.

Accountabilities of the Pregnancy and Family Support Case Worker (SACS Level 4)

The Pregnancy and Family Support Case Worker (SACS Level 4) reports to the Program Co-Ordinator and work plan targets are agreed from time to time with their line manager. The Pregnancy and Family Support Case Worker (SACS Level 4) is accountable for:

1. Upholding the values of the Caroline Chisholm Society: For example, by carrying out casework consistent with the values, mission and objectives of the Society and being willing to speak publicly about the work of the Caroline Chisholm Society.
2. Independently managing cases and group or single session client work: For example, by making assessments including of risk factors present within a family in relation to the Best Interest Framework, preparing Family Action plans, understanding and practicing principles of diversity, including when working with people from CALD and Indigenous back grounds, presenting clients when necessary in supervision, running parenting and play groups and maintain client records and confidentiality.
3. Supporting the service to respond to the unexpected needs of women, children and families: For example, by assist other workers with clients, including by answering the telephone, opening the door, offering counselling and providing new and pre-loved goods at appointments as part of our duty program.
4. Conducting self appropriately in the workplace with limited oversight: For example, by completing administrative tasks and reports, collecting statistics, participating in QA activities, evaluation and monitoring
5. Developing as a professional: For example, by participating in networking and training.
6. Other duties: A line manager may within reason request the Pregnancy and Family Support Case Worker (SACS Level 4) to perform other duties which are auxiliary and peripheral to normal duties.

Key Selection Criteria

The successful candidate will have responded to each of the following criteria:

1. Values: Understand and share the values and objectives of the Caroline Chisholm Society with preparedness to advocate for those values.
2. Casework: Have casework experience and knowledge of pregnancy and teaching early parenting skills in complex family environments.
3. Experience: Have experience in a specialisation which could include maternal and infant health education, including active outreach in maternal and infant supports.
4. Judgment: Demonstrated ability to exercise judgement in dealing with crisis situations and asses risk to safety of self and others. Demonstrated ability to work independently within the policies and procedures of Caroline Chisholm Society while being responsive to direction.
5. Communication: Highly developed oral and written communication and negotiation skills.

6. Operations: Demonstrated reliability in organisational, administration and time management skills. Demonstrated literacy MSOffice suite and working knowledge of databases and online reporting systems.
7. Hold relevant tertiary qualification.
8. *Desirable experience:*
 - Non-directive counselling – both in person and telephone supports for women in crisis. An ability to provide counselling and support for women at risk of homelessness, mental health and social isolation.
 - Family Violence – extensive knowledge of family violence as well as knowledge of the risk assessment frameworks in the Common Risk Assessment Framework (CRAF) and the Best Interests Case Practice Model in the context of family violence.
 - Therapeutic Services – experience in providing therapeutic maternal and infant support

Appointment is subject to holding a current drivers licence, and successful conclusion of a police records check and working with children check.

Conditions of employment

- EFT: 1 (76 hours per fortnight)
- Tenure, salary and benefits:

Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.

All full-time and part-time Society employees may choose to package their salaries which may result in tax advantages to the employee.

- Location:
977 Mt Alexander Road, Essendon and 1 Darebin Place, Caroline Springs

Conditions as negotiated

Incumbent	
Position Title	Pregnancy and Family Support Case Worker
Classification (incl. Pay Point):	
EFT:	Full time (76 hours per fortnight)
Contract end date:	
Other Conditions:	Consistent with the Award