

Position description

Title	Social Worker- Telephone and Online Team
Reports to	Program Manager NSW Services
Classification & Salary	SCHCADS Level 6 (plus super and salary packaging)
Employment Status	Full time, Fixed term
Primary Location	Working from home
Date	January 2021

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

The Telephone and Online team:

This role will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of telephone & online support economic wellbeing, family violence and family services that is person centred and linked into community support services.

This National team will ensure that people who present with financial and personal disadvantage are supported and empowered to address immediate and longer term financial and personal risks and vulnerability.

As a Good Shepherd Social Worker, part of the Telephone and Online Team you will:

- Support team members who receive and triage calls to deliver a client-centred approach that empowers and supports service participants to share their story, assess needs and refer service participants to Good Shepherd services, partners and local community services as is appropriate to their circumstance.
- Work alongside and provide tailored information, options, support and advocacy for individuals and people with families at risk, experiencing trauma, emotional/psychological distress, disadvantage, financial crisis or longstanding financial difficulties, through a combination of information, supported referral, advocacy and casework.
- Adopt a person-centred approach by supporting service participants to identify their strengths and support their fullest participation in all goal setting, planning and decision-making.
- Provide empathy, develop trust and assist a person to feel safe; use a strengths-based approach to support a person to explore options and develop and implement strategies that empower them to achieve financial wellbeing.

Key Responsibilities

- Promote financial capability, personal resilience and healthy functioning through the use of diverse frameworks and tools as suited to the service participant and their individual goals.
- Provide coaching and practice supervision to financial capability team members to support a person through times of major life transition and crisis
- Work with Financial Capability Intake Officers and Financial Counsellors to support service participants in accordance with client-centred, trauma-informed and strength-based frameworks. Ensure clients are referred to and have access to services that can support them to prevent financial crisis, risk and abuse.
- Embed knowledge and support the delivery of best-practice of trauma-informed care principles across the team
- Review and observe practice, provide practice feedback, gather relevant thematic data and present strengths and areas of development to the team in order to improve the client experience, practice and client outcomes.
- Develop, implement and review a structure of reflective/practice supervision to support the development of the team in responding to vulnerable people
- Consult, refer and collaborate with financial counselling and financial capability peers, family violence and family services case managers, other GSANZ services and the broader service sector to enable improved outcomes for service participants.
- Work alongside and provide tailored information, options, support and advocacy for individuals and people with families at risk, experiencing trauma, disadvantage, financial crisis or longstanding financial difficulties, through a combination of assessment, information, supported referral, advocacy and active holding.

Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- Degree in Social Work with eligibility for membership to AASW.
- Experience working with and coaching teams who support service participants affected by issues including financial crisis, neglect, abuse, family and domestic violence, disability and mental ill health.
- Experience providing reflective/practice supervision to a team, undertaking audits and case review, making and implementing agreed recommendations to improve practice, process, outcomes and client experience.
- Demonstrated ability to support people with complex needs utilising client-centred, strengths-based and trauma-informed care frameworks
- Effective interpersonal, time management, communication and negotiation skills, including liaising with other key people known to the family.
- Understand key principles related to relevant State and Federal policy, legislation and practice frameworks.
- Demonstrated capacity to support people who are impacted by trauma.
- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
- Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Competencies

- Calm in a busy environment, thinks clearly, can respond to crisis and risk appropriately within a demanding environment
 - Can assess a client's situation and determine how to best support client immediate needs – is able to explore options and consequences and advocate on the client's behalf
 - Can analyse and think deeply to assess risk and takes appropriate steps to mitigate and manage risk
 - Can facilitate inclusive, trauma-informed, empathic, sound and supportive conversations that place the service participant's identity, needs and context at the centre, and, where appropriate, link the client with other services and agencies
 - Capacity to self-reflect and understand own influence, experience and responses in relation to others
 - Takes care to document decision making in thorough case notes
 - A willingness to adapt to changes in the workplace and within the Financial Counselling field to ensure improve outcomes for service participants
 - Computer Literacy skills
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Key Selection Criteria

1. Degree in Social Work with eligibility to AASW
 2. Experience working with and coaching teams who support clients affected by issues including financial crisis, neglect, abuse, family and domestic violence, disability and mental health.
 3. Demonstrated understanding of a trauma-informed approach and ability to work with clients with multiple vulnerabilities that are experiencing financial crisis, neglect, abuse, domestic violence, disability and mental ill health.
 4. Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, social and economically diverse backgrounds, who experience health concerns or disabilities, carer's and people who have not previously accessed a community services system.
 5. Demonstrated experience in providing reflective/practice supervision to a multidisciplinary team
 6. Strong communication and advocacy skills.
 7. Strong commitment to and capacity for teamwork, collaboration and networking
 8. Commitment to the use of supervision, client and colleague feedback and professional development to continually improve practice
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Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.