



Position Description

Youth, Alcohol & Other Drugs Case Worker

**Wesley Community and Family Care
October 2020**

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Caseworker

Wesley Youth Outreach Central Coast

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Youth Outreach Central Coast Program

The Wesley Youth Outreach Central Coast program funded through Department of Communities and Justice is an early intervention program designed to assist vulnerable young people aged between 12 and 25 years with alcohol and/or other drug problems. The goal of the program is to provide services and support to enable vulnerable young people transition to or resume self-sufficient living, free of dependence on alcohol and/or drugs

3 Overview of role

The main objective of the Wesley Youth Outreach Central Coast Program is to provide case management which involves the Caseworker providing intervention and support with a focus on alcohol and other drugs and more broadly around other issues impacted by substance use

4 Relationships

Reports to SHS/WYOCC Team Leader.

5 Major role responsibilities

5.1 Our clients

- Work collaboratively with the client to develop goals and strategies to avoid and resolve crisis
- Assess young person's strengths and needs
- Coordinate and plan a mix of services to meet the young person's needs
- Work with young people to develop a case plan based on their own goals and aspirations
- Provide case management in line with Best Practice guidelines, Child Protection legislation, person-centred trauma informed practice and Wesley Mission values and Code of Ethics

- Provide culturally capable casework practice
 - Monitor the effectiveness of interventions provided
 - Provide referrals to appropriate services to ensure clients can access care and support
 - Where appropriate under 16a of the Child and Young Persons (Care and Protection) Act 1998 and as per Wesley Mission Exchange Police gather additional information from prescribed bodies in relation to identified child safety issues to support ongoing case management
- Identify, mitigate and manage concerns relating to child safety, health and well-being by:
- a) Identifying risks and potential risks early and in association with each client's unique circumstances
 - b) Acting according to relevant policies and procedures to ensure the well-being of the client
 - c) Discussing concerns with your direct manager or other relevant staff where required
 - d) Working in collaboration with other regional staff and other stakeholders to develop safety plans to address identified risk of harm and risk of significant harm concerns
 - e) Continuing to monitor risk
 - f) Making reports to the NSW Department of Communities and Justice in line with mandatory reporting legislation that includes, but is not limited to, the Mandatory Reporter Guide
 - g) Making reports, as relevant and in line with Wesley Mission's policies and procedures
- Support other staff to meet the needs of clients of all programs
 - Encourage clients of the program to have an active voice and to provide feedback relating to our services and their community

Report complaints or grievances to your direct supervisor in a timely manner and help support remedial actions as directed

- Be a strong ambassador for the Wesley Youth Outreach Central Coast team.

5.1.1 Performance Measures

- Adherence to Child Protection legislation and organisational reporting standards, policies and procedures
- Service delivery is in line with best practice standards, person centred and trauma informed practice.

5.2 Our people (our team)

- Work alongside the Team Leader to ensure all contracts, business plans and personal KPI's are managed and met through:
 - a. Personal responsibility
 - b. Collaborative work practices with other staff in the Central Coast region
- Prioritise, plan and organise daily work schedules
- Ensure all data collection and reporting are completed in a timely manner, to a professional standard and is in line with funding body and organisational requirements
- Adhere to risk management practices and guidelines
- Apply and promote excellence in service delivery utilising evidence-based practice
- Exercise any authority which may be delegated from time to time, with due care and professionalism, maintaining an awareness of organisational expectations and standards at all times

- Regularly meet with your line manager to discuss your program including key assessment analysis and casework decisions, demonstrating a willingness to improve based on feedback from internal and external stakeholders
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

5.2.1 Performance Measures

- Program KPI's are met
- Excellence in service delivery
- Reporting and data collection to a professional standard and by the due date
- WH&S issues reported.

5.3 Our operations

- Complete case notes and maintain contemporaneous records to a professional standard
- Manage an individual case load according to program KPI's
- Maintain electronic and hard copy case files to a high standard
- Assist in monitoring, reporting and evaluation activities by collecting data, obtaining outcome measures and recording outcomes to assist with program evaluation and to monitor individual case plans
- Remain abreast of new developments and technological innovations relevant to Wesley Mission's work
- Support the regular review of processes and systems to seek more efficient and effective methods of delivery and to ensure continuous improvement
- Ensure compliance with all applicable federal, state and local government laws and regulations
- Actively support continuous improvement principles in the evaluation and review of work and work methods
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- Client file records are maintained to a professional standard
- Program KPI's are met
- No major non-conformances in relation to individual work
- Compliance with program and organisation policies and procedures
- Reports, assessments and outcome measures completed by the due date and to a professional standard

5.4 Our financials

- Operate within financial policies and procedures of Wesley Mission
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- Operate within budget
- All financial processes are followed.

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Youth Outreach Central Coast Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policies and procedures
- personally model excellence in ethical service delivery and professional standards
- apply and promote person centred practice and excellence in service delivery utilising evidence based practice
- manage all aspects of workload including meeting individual KPI's as advised by your line manager
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude

- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative
- displays emotional maturity and resilience.

Essential skills/knowledge

- Tertiary qualifications in Drug and Alcohol and Community Services or Social Work
- Demonstrated knowledge and understanding of the complexities of alcohol and other drug issues including social, behavioural, psychological and biological factors
- Proven skills in practice including comprehensive assessment, intervention, case planning and evidence-based models of care
- Demonstrated experience in coordinating a mix of services to meet client's needs
- Extensive child protection knowledge and experience in report writing
- Ability to engage with young people and build relationships of trust and cooperation
- Demonstrated application of ethical and professional boundaries when working with complex situations and minimal supervision
- Understanding of and commitment to Privacy and Confidentiality Principles
- Understanding of and diligent approach to risk management and WH&S
- High level written and verbal communication skills
- Computer literate in Microsoft Windows environment
- Satisfy standard security and Working with Children checks
- Current Drivers Licence

Desirable skills/knowledge

- Understanding and knowledge of issues and needs for vulnerable young people in the Central Coast area
- Knowledge of trends and shifting drug use patterns
- Previous experience working with youth accommodation services, family relationship/conflict specific services and youth orientated community services in the Central Coast area
- Experience in networking effectively with other agencies and stakeholders
- First Aid Certificate or willingness to obtain one
- Public speaking and presentation capabilities.