



# metro assist

## POSITION DESCRIPTION

<b>Position Title</b>	Family Support Caseworker
<b>Employment Status</b>	Part Time Fixed Term (21 hrs p/wk)
<b>SCHCADS Award</b>	SCHCADS Award Level 5
<b>Reporting to</b>	Team Leader/Family Services Manager
<b>Directly Supervising</b>	Nil
<b>Work Area</b>	Leichhardt, Marrickville, Burwood, Ashfield, Strathfield, Canterbury LGAs; and the suburb of Glebe
<b>Office location</b>	Campsie (primary site) Strathfield (secondary sites) and other sites as required
<b>Date Prepared/Updated</b>	February 2021

### POSITION PURPOSE

The Family Services Team provides targeted support to reduce the likelihood of children and young people entering or remaining in the child protection and out-of-home care systems. These services will be provided along a continuum of family and community needs – from lower-level parenting and youth support to intensive family and youth interventions to prevent children and young people from coming into care.

The role of the caseworker is to:

- Deliver child and family support through home visits
- Deliver youth and family support through skills focussed groups including parenting programs, skills and support groups
- Deliver collaborative family support within an Early Intervention Framework
- Develop and implement relevant data reporting tools that will be used for internal (Metro Assist) and external (CYFS and Families NSW) reporting
- Maintain data relating to the above activities and reports via the Family Manager

Caseworkers will deliver services in accordance with organisational policies, procedures and code of conduct; relevant legislative frameworks; and in accordance with conditions identified in funding agreements.

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## KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p><b>Vision, Mission and Values</b></p>	<ul style="list-style-type: none"> <li>• Has an enhanced working knowledge of Centre Vision, Mission, Values and the community context.</li> <li>• Detailed working knowledge of other relevant teams and other functions within the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>- Understands and articulates significance of Centre’s Vision, Mission and Values.</li> <li>- Making effective referrals to others areas and programs.</li> <li>- Feedback from client surveys and stakeholders.</li> <li>- Adheres to identified targets in program workplans, funding agreement and KPIs</li> </ul>	
<p><b>Practices / Safety / Standards</b></p>	<ul style="list-style-type: none"> <li>• Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice including: Financial and general accountability.</li> <li>• Adheres to CYFS program guidelines and recommended work practices.</li> <li>• Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area.</li> <li>• Ensures the security and protection of information assets under the custody.</li> </ul>	<ul style="list-style-type: none"> <li>- Is conversant with organisation’s procedures, Codes of Conduct and relevant legislation and safe work practices.</li> <li>- Participates in risk assessments.</li> <li>- Feedback from clients and stakeholders.</li> <li>- Applies understanding of the organisation’s policies and procedures, code of ethics and safe work practices.</li> <li>- Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Has an appropriate clearance under Working With Children requirements and Police check.</li> <li>- Attendance to security awareness training and prompt follow up on ISM improvement instructions.</li> <li>- Reports and responds to any suspected or actual security breaches.</li> </ul>	
<b>Leadership/Teamwork</b>	<ul style="list-style-type: none"> <li>• Assists team leader with the formal leadership and learning of less experienced team members.</li> <li>• Assists in prioritising the team's work.</li> <li>• Demonstrates to other team members a high level of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements.</li> <li>• Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.</li> <li>• Participates in providing solutions to problems associated with specific areas of responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>- Participates in planning and implementing team activities in timely and effective manner.</li> <li>- Provides on-the-job coaching to staff, students and volunteers.</li> <li>- Adheres to timeframes identified in workplans and makes timely responses to team issues.</li> <li>- Feedback from team members and supervisor.</li> <li>- Demonstrates initiative and participates in team problem-solving.</li> <li>- Adopts a collegiate approach to complex cases and work management.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Participate in family case conference to contribute to discussion towards collaboration, problem solving, issues and needs addressed towards successful outcomes for the clients.</li> </ul>	
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Recommends changes to quality procedures and standards that impact across work areas. Identifies opportunities for improvement. Provides a reference point based on years of experience. Advice and assistance is provided for using precedent and knowledge of past complex issues.</li> </ul>	<ul style="list-style-type: none"> <li>- Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant external services.</li> <li>- Participates in service reviews, development and planning functions.</li> <li>- Contributes to discussions around program knowledge, trends and best-practices.</li> <li>- Attends training and conference and provides feedback to the Team.</li> <li>- Seeks feedback from staff and stakeholders.</li> <li>- Adapts readily to changes in procedures, protocols and work systems.</li> <li>- Contributes to service reviews, development and planning functions.</li> </ul>	
<b>Interpersonal Skills and Communication</b>	<ul style="list-style-type: none"> <li>• Deals regularly with correspondence or enquiries from professional firms and senior managers of external centres. Can assist others</li> </ul>	<ul style="list-style-type: none"> <li>- Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality.</li> </ul>	

	<p>to resolve conflict. Effectively collaborates with other areas. Uses positive engaging techniques. Has a network of contacts in other work areas. Assists with the preparation of complex management reports.</p>	<p>Is able to research and collate relevant information and prepare or contribute to reports (internal and external).</p> <ul style="list-style-type: none"> <li>-</li> <li>- Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients.</li> <li>- Contributes relevant information for reporting.</li> <li>- Feedback from internal and external stakeholders.</li> <li>- Client feedback, complaints and retention rates.</li> </ul>	
<b>Experiences/Qualifications/Professional Development</b>	<ul style="list-style-type: none"> <li>• Certificate IV in relevant studies, or equivalent knowledge and experience at level of very skilled team member. Is capable across the full range of competencies required at this level of work.</li> </ul>	<ul style="list-style-type: none"> <li>- Presents and provide certified copies of qualifications and experience as part of the recruitment process.</li> <li>- Participates in professional development opportunities in accordance to Metro P&amp;P guidelines.</li> </ul>	
<b>FUNCTIONAL RESPONSIBILITIES</b>			<b>WEIGHTING</b>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Understands a variety of complex client needs.</li> <li>• Undertakes service delivery liaison/ communication with clients in respect to a variety of complex problem resolutions involving multiple service delivery methods.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures that the service is accessible, safe and friendly and appropriate referrals are made.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Suggests alternatives and organises referral through a comprehensive understanding of the range of services offered within the Centre and those offered by the general and specialist communities.</li> </ul>	<ul style="list-style-type: none"> <li>- Delivers information and available resources to groups in various settings (schools, community centres etc) as directed by Family Manager.</li> <li>- Has a working knowledge of complex clients needs and developing case plans.</li> <li>- Makes appropriate and effective referrals to internal and external services and programs.</li> <li>- Adheres to relevant policies and guidelines relating to clients consent and clients understand their case plan.</li> <li>- Makes appropriate judgement on client intake and eligibility within a cultural sensitivity perspective.</li> <li>- Maintains and records data and feedback ensuring clients files are up to date and current.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	
<p><b>Case work/Case Management</b></p>	<ul style="list-style-type: none"> <li>• Identifies the needs of clients with a variety of complex needs and contribute to the development of individual care plans that include the provision of multiple internal/external services.</li> </ul>	<ul style="list-style-type: none"> <li>- Is able to establish trust, credibility and rapport with clients.</li> <li>- Discusses case allocation and caseload with Family Manager and executes the role with competence.</li> </ul>	

	<ul style="list-style-type: none"> <li>• May oversee the implementation of care plans.</li> </ul>	<ul style="list-style-type: none"> <li>- Case management protocols, guidelines and follow-up are understood and enacted.</li> <li>- Provides timely reports to case management processes.</li> <li>- Ensure that all clients case notes and information is current and entered into data reporting portals (internal and external) on a regular bases.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	
<b>Family / Community / External Agencies Relationships</b>	<ul style="list-style-type: none"> <li>• Assists clients and their families to resolve variety of complex matters. Supports clients and their families in the areas of community participation and opportunities.</li> <li>• Assists with building strong working relationships with other agencies and works to extend these links.</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitates families' engagement with services and social support networks.</li> <li>- Fosters positive working and collegial relations and collaborations with other agencies.</li> <li>- Feedback from clients and stakeholders.</li> </ul>	
<b>Community Development/Capacity Building/</b>	<ul style="list-style-type: none"> <li>• Undertakes a variety of complex practical tasks requiring an understanding of theory relevant to local early intervention &amp; prevention / community development/capacity building.</li> <li>• Develops groups in assigned area and is a point of reference for less experienced staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Is conversant with, and able to apply principles relating to community development and capacity building.</li> <li>- Contributes to the organisation's body of knowledge relating to their program and practices.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Executes the establishment of support groups.</li> <li>- Feedback from clients and stakeholders.</li> <li>- Participates in relevant interagencies and services networks, and fosters collaborations with local services.</li> <li>- Supports other team events and activities.</li> <li>- Monitors emerging issues among local communities that impact on child and family wellbeing.</li> <li>- Maintains and records data and feedback from community engagement.</li> </ul>	
<b>Stakeholder relations</b>	<ul style="list-style-type: none"> <li>• Maintains positive relations with local services, funding bodies and other stakeholders.</li> <li>• Promotes the image of clients and encourages participation and engagement among local families and communities.</li> <li>• Presents a positive image of the organisation in all activities and engagement with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Works collegially and collaboratively with other services and agencies, and participates in relevant service networks.</li> <li>- Facilitates clients' engagement with other agencies and support services.</li> <li>- Adopts a strengths-based approach when working with families and groups and promotes achievements.</li> <li>- Promotes the organisation's and program's achievements through available means.</li> </ul>	



<p><b>Cultural knowledge</b></p>	<ul style="list-style-type: none"> <li>• Understands issues and barriers facing people of CALD, refugee and Aboriginal backgrounds. Takes steps to ensure that service is provided in a respectful and appropriate manner and takes measures to ensure the service is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>- Is sensitive to the cultural needs of clients and is able to engage bilingual or interpreter support when needed.</li> <li>- Takes steps to ensure that clients understand information and their case plans.</li> <li>- Seeks feedback from clients and stakeholders to inform work practices and service improvement.</li> </ul>	
<p><b>Compliance/Reports</b></p>	<ul style="list-style-type: none"> <li>• Adheres to compliance and reporting requirements.</li> <li>• Assists with the implementation of new/amended compliance and reporting requirements.</li> </ul>	<ul style="list-style-type: none"> <li>- Provides timely and accurate reports, case notes and data to Family Manager .</li> <li>- Informs Family Manager and colleagues of issues as they arise and/or during supervision sessions.</li> <li>- Is conversant with, and adapts quickly to program and operational changes.</li> <li>- Participate in the organisation’s data reporting obligations using designated reporting tools.</li> <li>- Seeks feedback through staff and client surveys and develops case studies to increase the organisation’s knowledge base.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Understands and adheres to relevant legislation (WHS, EIPP, Child Youth and Families).</li> <li>- Understands and adheres to organisational policies and code of behaviour.</li> </ul>	
<b>Business Communications</b>	<ul style="list-style-type: none"> <li>• Prepares short reports and accurate case notes.</li> <li>• Liaises and participates in discussions with staff and external agencies at all levels.</li> <li>• Deals with routine correspondence from outside centres.</li> <li>• Acts as minute secretary at meetings.</li> </ul>	<ul style="list-style-type: none"> <li>- Responds in a timely and efficient manner to emails, memos and correspondence.</li> <li>- Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters).</li> <li>- Is able to write and maintain minutes of meetings.</li> <li>- Feedback from staff and stakeholders.</li> </ul>	
<b>Problem Solving/Innovation</b>	<ul style="list-style-type: none"> <li>• Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory.</li> </ul>	<ul style="list-style-type: none"> <li>- Engage in planning with staff, Team Leader, Area Manager and other services to address barriers to client access with the aim of strengthening services.</li> </ul>	
<b><u>Special Projects/Tasks</u> As and when required by [Executive Officer/Manager/Team Leader]</b>			

### **Decision Making Authority**

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

**Endorsed by: CEO February 2021**

### **Employee Acknowledgement**

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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