



Blue Mountains Family Support Service Inc.

Family Case Worker

Specialist Homelessness Services

Position Description

Thrive Services is a not for profit community organisation that supports children, families & others living in the Lithgow and Blue Mountains areas. All our programs are free and voluntary. We do this by providing parenting and family programs, along with practical assistance. We aim to support children, families and our communities to thrive by:

- adapting to the changing needs of families and children
- providing a welcoming and accepting environment
- offering family and practical support
- building a strong sense of community.

At Thrive we believe in celebrating people’s achievements and strengths, as well as supporting them through the challenges of parenting and life.

Position Title	Family Case Worker Specialist Homelessness Services Program
Location	2 Station Street, Katoomba NSW 2780
Hours of Employment	28 hours per week over 4 days
Award	Social, Community, Home Care & Disability Services Industry Award 2010 Level 4
Reports directly to	Program Manager
<i>Secondary</i>	Chief Executive Officer
Key Relationships	BMFSS (Thrive) Staff, Board of Management, Volunteers, Clients, Students and Funding Bodies (including Mission Australia).

The Nepean Blue Mountains Specialist Homelessness Services program (SHS) will provide support to families who are at risk of becoming homeless or who are homeless. This Includes outreach, prevention and early intervention, supporting clients in crisis and transitional properties, rapid rehousing and intensive support for clients with complex needs in the Blue Mountains local government area.

Position Purpose

- To support the delivery of the SHS service model under the Going Home Staying Home reforms
- To work respectfully in the provision of support to clients, in particular the delivery of services around homelessness and other related issues

Competencies, Skills and Attributes

1.	Relevant tertiary qualification <u>or</u> minimum related diploma qualifications with demonstrated experience.
2.	A minimum of 3 years’ demonstrated experience working in case management with families.
3.	Experience in assessing client needs, including initial & risk assessment development of case plans and review.
4.	Demonstrated experience identifying indicators of child abuse and the process of mandatory reporting
5.	Experience in assessing client needs, including risk assessment and development of case & review planning.
6.	Excellent skills in computer programs such as MS Office, and ability to learn new database or programs.
7.	High level of attention to detail and capacity to complete quality work outputs.
8.	Excellent communication skills both written and verbal.
9.	Ability to maintain a high level of confidentiality.
10.	Ability to work in a team environment and work to deadlines.

Other Essential requirements

- Provision of a current Working with Children Check
- A current National Criminal Check
- Current NSW Driver’s licence and access to reliable, comprehensively insured vehicle for work use

Key Responsibilities	Focus Areas
Client support and case management	<ol style="list-style-type: none"> Undertaken safety, risk and needs assessment of families referred to the SHS program and respond to these needs accordingly Adhere to required documentation and accountability requirements of the SHS program, Mission Australia and Thrive Services. Undertake correct induction of families into the SHS program Work with families to create individualised work plans which will be reviewed on required basis. Assist families in the process of transition out of the SHS service program into independence or other relevant supports.
Positive Community Connections	<ol style="list-style-type: none"> Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums and training, and training and development of staff. Actively participate in the sourcing of the service to ensure that it meets residential program requirements, rules and regulations.
Relationship Management	<ol style="list-style-type: none"> Develop strong internal relationships with clients and staff to contribute to the effective functioning of the service and improved outcomes. Develop strong relationships with key external stakeholders including other service providers and develop knowledge of local services for families.
Administration	<ol style="list-style-type: none"> Ensure that client files and documentation are kept up to date, safe & secure, and are maintained and completed in accordance with BMFSS policy. Administer brokerage and reporting for required systems and accountability purposes, where instructed by Coordinator or Executive Officer. Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, etc. Complete in-house requirements as instructed by Program Manager or CEO.
Organisation	Undertake and contribute to in-house requirements and responsibilities.

Key Performance Indicators

Client Support and case management		Frequency
1.	<ul style="list-style-type: none"> Successful communication with families and referrals during required assessment processes. Create action plan and undertake support in line with BMFSS and Mission Australia systems and practices. 	Ongoing
2.	Complete documentation and casework notes required by MA and where instructed by Program Manager or CEO.	Ongoing
3.	Clients are thoroughly acquainted with the service and are fully aware of their rights and responsibilities, including mandatory reporting requirements	Ongoing
4.	Support and action plans are created for all clients in line with best practice	Ongoing
5.	Clients are effectively transitioned out of service where appropriate and offered/linked with ongoing support from internal or external services	Ongoing
Positive community connections		
1.	Active contribution is made to the development of the program including participation in staff development and training.	Ongoing
2.	Clear communication with external stakeholders (eg Wentworth Community Housing, private realtors and landlords, etc.) regarding property management and housing facilities, and follow up queries in a timely manner, where relevant.	Ongoing
Relationship Management		
1.	Strong internal relationships are developed resulting in improved service functioning and service outcomes.	Ongoing
2.	Strong external relationships result in effective interaction with service and appropriate referral of clients, and of referral pathways for the family.	Ongoing

Administration		
1.	<ul style="list-style-type: none"> Client files are created in required standard and updated regularly and in a timely manner Clients are provided with practical case management support to meet their needs. Ensure timely and active response to work requirements. 	Ongoing
2.	<ul style="list-style-type: none"> Administer program brokerage aspects of program following service. delegation policy and in an accountable & responsive manner in line with action/case planning. Undertake responsibility for reporting and accountability requirements of Mission Australia through their MA Connect system. Any other coordination of reporting systems, as requested by Program Manager or CEO. 	Ongoing
3.	All required administration tasks are completed accurately and in a timely manner	Ongoing
4.	In-house requirements are completed, as instructed.	Ongoing
Organisation		
	<ul style="list-style-type: none"> To be familiar and adhere to service policies & procedures. Work with an approachable and non-judgmental attitude whilst ensuring professional boundaries and relationships are maintained. Take an active role in promoting positive and respectful workplace environment. Assist in workplace when required, eg answering phones, attending extra activities out of hours (with notice given), etc. Ensure a safe working environment for yourself and others in the workplace, including learning and development about workplace health and safety. 	Ongoing

Acceptance & Agreement	
I have read, understand and agree to abide to my position description & the service Code of Conduct.	
Worker Name:	Management rep:
Signed:	Signed:
Date:	Date:

BMFSS Thrive Services are sub-contracted to provide the SHS program for families in the Blue Mountains by:



The program is funded by NSW Department of Communities & Justice.