



### **Position Description**

#### **NEW GRADUATE**

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

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### **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**

The Pregnancy and Family Support Case Worker is a new graduate position at the Caroline Chisholm Society and 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 8-10 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 is charged with:

- upholding and promoting the values and objectives of the Society,
- entry level case management, with the ability to manage complex cases under direction while operating as part of a team,
- entry level single session and short-term case work,
- client related record keeping and data entry with regular oversight,
- allocated agency and administrative duties, and
- continuous professional development.

The Pregnancy and Family Support Worker reports to the Program Coordinator and work plan targets are agreed from time to time with the Program Coordinator. The Pregnancy and Family Support Worker 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 publicly about the work undertaken at the Caroline Chisholm Society.
2. *Managing cases:* 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 and maintain client records and confidentiality.
3. *Responding to the unexpected needs of women, children and families:* For example, 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:* 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 as well as being mentored by experienced practitioners within the organization.
6. *Other duties:* A line manager may within reason request the Pregnancy and Family Support Worker 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.
2. Casework: Have a sound understanding of the role of caseworkers in a pregnancy and family support service, including competency to teach early parenting skills in complex family environments and develop skills relating to pregnancy.
3. Judgment: Ability to exercise judgement in dealing with crisis situations and asses risk to safety of self and others. Ability to work independently within the policies and procedures of Caroline Chisholm Society while being responsive to direction.
4. Communication: Well developed oral and written communication and negotiation skills.
5. Operations: Reliable organisational, administration and time management skills. IT literacy, with particular skills in the MSOffice suite and ability to learn usage of databases and online reporting systems.
6. Hold relevant tertiary qualification.

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

### Conditions of employment

- 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	Vacant
Position Title	Pregnancy and Family Support Case Worker
Classification (incl. Pay Point):	Social and Community Worker
EFT:	Full time (76 hours per fortnight) or Part time (60.8 hours per fortnight)
Contract end date:	Permanent and Fixed Term Positions are available
Other Conditions:	Consistent with the Social, Community, Home Care and Disability Services Award 2010