



POSITION DESCRIPTION

Social Worker

Position:	Social Worker
Classification:	Social, Community, Home Care & Disability Services Industry (SCHADS) Award 2010 Level 5-6 Commensurate with experience
Duration:	Contract
Hours of Work:	Full time or Part Time (to be negotiated)
Reporting To:	Director & Principal Solicitor
Review Date:	Annually, or as required
Position Description Last Reviewed:	June 2020

Overview & Purpose of Position

The GCCLC acknowledges that many clients of our service are experiencing multiple factors when presenting to the service. The GCCLC social worker's role is to enhance our client's well-being. The social worker works in partnership with solicitors to enhance service delivery and outcomes for clients. The Social worker promotes social justice through advocacy, referral and crisis intervention. The social worker has a role in promotion the service to the community and raising awareness of the challenges clients of GCCLC may be experiencing.

A core objective of the role is to contribute to maximise the successful resolution of clients' legal matters through the integration of legal and social work services to highly vulnerable people who have multiple, significant and complex barriers to successfully resolving their legal matters.

This includes the provision and undertaking of:

- direct client services, including casework services and support including crisis intervention, court support, client advocacy, information and referrals
- supervision and leadership of social work student hub
- community education, awareness raising, networking and promotional work
- social policy work; and
- service development and other work functions/activities as required from time to time

Qualifications and Prerequisites

Bachelor or Master of Social Work Degree with a minimum two years post qualifying experience

Eligibility for membership of AASW

Class C driver's licence, and ability to travel as required.

Essential Knowledge, Skills, Abilities and Qualities (Selection criteria)

1. Experienced social worker with demonstrated skills and knowledge in responding to complex client needs, including risk assessments, crisis interventions and referrals.
2. Excellent interpersonal skills, particularly the ability to work effectively across all levels of the team
3. A demonstrated feminist understanding of the context of domestic and family violence and ability to translate this to practice
4. Commitment to social justice and social change
5. Ability to practice independently and make complex practice decisions autonomously
6. Proven ability to engage with a wide variety of stakeholders and work effectively within the community sector
7. Ability to develop and lead the social work student hub, including regular supervision

Working under supervision and general direction from the Centre's senior employees, you are required to undertake a range of duties and work functions/activities requiring you to:

- have knowledge of organisational programs, policies and activities
- have knowledge of the role of the organisation, its structure and services
- undertake a range of functions within the organization requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals

- adhere to established work practices, although you may be required to exercise appropriate initiative and judgment where practices or direction are not clearly defined
- set priorities and monitor work flow in your area of work
- plan and organize your work, as well as of administration and volunteer workers as required
- carry out and be responsible for implementing moderately complex projects and/or functions
- undertake publicity assignments of limited scope and complexity, as required.
- provide reports on progress of activities as required.
- exercise a high level of interpersonal skills in dealing with the public and others

Duties of the Position

Direct Client Services

To be responsible for the provision of information, referrals and ongoing casework and support services for clients that aims to improve the safety and well being of vulnerable and disadvantaged clients including those experiencing or at risk of experiencing domestic and family violence abuse and/or exploitation, including:

- attending appointments including via regular weekly clinics; and outreach locations, home visits and other safe locations as required
- undertaking comprehensive intake and needs assessment
- preparing, developing and implementing client support plans which seek to address identified client need
- provision of short term counselling,
- undertaking advocacy work for clients including but not limited to liaison and negotiation with government agencies and non-government service providers and other stakeholders
- preparation and completion of forms, applications and other documents
- preparation and maintenance of appropriate and accurate records of client work, including case management plans and assessments as appropriate
- provision of information and referrals that ensure clients are provided with the most appropriate information and resources that meet their needs. a holistic service,

Supervision and Team Leadership

Supervise, develop and lead the Centre's social work students to achieve results that meet and are in accordance with the Centre's strategic initiatives and operational matters determined by the Centre's Director - including:

induction, training, and co-ordination of students including to:

- develop and maintain induction and training materials
- ensure appropriate orientation is provided
- provide direction and guidance
- assign and proactively co-ordinate work distribution amongst the students explain how work is to be done and duties are to be performed
- describe what level of performance will meet organisational expectations
- monitor work of students including checking of work ensuring that cases open satisfy requisite eligibility criteria
- along with the Director & Principal Solicitor ensuring that work is otherwise carried out in accordance with program guidelines and Centre requirements

foster a collegiate, supportive and productive team environment, including to:

- monitor and facilitate a positive working environment
- foster teamwork and co-operative behaviours
- model and promote effective communication between professional staff and other workers
- identify and resolve conflict involving professional staff as required
- act as a role model for the Centre's organisational culture

Community legal education, awareness raising, promotional work, networking, service development and related activities

To identify, initiate, prepare and develop community education, awareness raising, publicity, promotional and related resources and materials, including:

- PowerPoint presentations
- handouts
- fact sheets
- articles
- editorials; and
- other resources and materials as required.

To identify, initiate, organize, provide and deliver community education, awareness raising, publicity, promotional and related activities, including:

- talks, presentations, workshops and other group activities
- stalls
- meetings; and
- other activities as required

via face to face, online or other mechanisms.

To establish, maintain and further develop and strengthen the Centre's professional and organizational networks and relationships, including:

- attendance and active participation at regular professional and other networks
- attendance and active participation at ad hoc networks and events
- working co-operatively with other organisations to provide effective services and improve service responses for the benefit of clients

Meetings, Training & Development

To attend and participate in regular meetings with Centre team members including:

- staff meetings
- professional staff meetings; and
- other meetings as required.

To attend and participate in regular supervision meetings (internally and externally), and professional development and training as required.

Reporting & Other General Duties

- Timely and regular reporting including:
 - daily completion of time recording spread sheet
 - completion of client needs assessment and outcomes report for all ongoing casework services provided
 - preparation and obtaining of client consents for case studies on a quarterly basis
 - completion of community education milestone report
 - completion of monthly service report
 - reporting back from networking and related activities, including in relation to the organisation's involvement and contributions in relation to those activities; and
 - other reporting as required.
- Assist with the collection of statistical and other service information as required, by ensuring that all core data are completed and submitted in a timely manner and otherwise in accordance with Centre requirements.
- To undertake various other administrative tasks relevant to the position including computing, word processing/typing, filing, and photocopying.
- Research.
- To share internal housekeeping chores.

- To comply with the policies, procedures and guidelines of the Centre, and as they may exist from time to time.
- To undertake other duties as directed from time to time.
- A sound knowledge of procedural and operational methods of the workplace

Accountability and Reporting

- To the Director & Principal Solicitor on a day to day basis.