

Position Description

Position title	ITC Caseworker
Program/Unit	ITC Richmond Tweed
Classification	SCHADS Level 4-5 - Dependent on qualifications & experience
Position reports to	ITC Casework Coordinator

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

JUSTICE. We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. *We believe in the right of all people to be treated justly and fairly.*

HOPE. We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. *We seek to foster hope that assists people to find meaning.*

COLLABORATION. In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. *We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.*

COMPASSION. Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. *We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.*

RESPECT. We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. *We seek to act with respect with regard to each other, the earth and all creation.*

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

Position purpose

The Intensive Therapeutic Care (ITC) Caseworker is responsible for providing high quality and effective case work services for young people in Intensive Therapeutic Care. The ITC Caseworker will plan for and achieve permanency and identified case plan outcomes for children, young people, their families, authorised carers, prospective guardians and adoptive parents. This is achieved through an interactive and dynamic case management approach, with an emphasis on ongoing analysis, decision-making and record keeping, ensuring the child or young person's needs are identified and being met.

The ITC Caseworker works closely with Therapeutic Specialists, House Managers and other ITC staff to provide high quality therapeutic care and assist young people to heal from trauma and achieve their full potential.

The ITC Caseworker is a member of the reports to the ITC Casework Coordinator.

Primary objectives

- Provide effective assessment, planning, implementation, monitoring and review of case plans to achieve permanency and identified outcomes for young people and their families;
- Work in collaboration with the ITC Team to ensure service delivery is integrated, coordinated and tailored to meet an individual's needs;
- Establish collaborative relationships with a wide range of specialist and mainstream services to improve outcomes for children, young people and their families; and
- Develop and maintain strong collaborative partnerships with Aboriginal and CALD agencies.

Key result areas and responsibilities

The ITC Caseworker will:

- Manage a case load and maximise the opportunities for all children and young people to benefit from the therapeutic approach;
- Ensure that the emotional, social, behavioural, developmental and educational needs of children and young people are met through the development, implementation and review of individual therapeutic case plans;
- Ensure that children and young people's wellbeing is actively safeguarded and that any concerns are reported immediately;
- Ensure all statutory child protection requirements are adhered to;
- Promote cultural safety for clients and staff;
- Promote democracy and support young people to engage in a participatory environment where they can have a say and influence the decision-making process;
- Ensure case work delivery is in accordance with the OCG NSW Child Safe Standards for Permanent Care, Intensive Therapeutic Care and Permanency Support Program Service Requirements, DCJ OOH Case Management Policy and OOH Case Management Guidelines;
- Ensure that case work practice is responsive to individual needs and reflects the organisation's values, policies and practice frameworks;
- Ensure that young people remain connected to the significant people and places in their lives;
- Ensure that young people have access to information and experiences which assist them to develop a positive sense of identity and culture;
- Participate in Care Team and Reflective Practice meetings, service networks, inter-agencies and forums as required;
- Contribute to the administration of relevant data bases;
- Comply with the organisation's administrative and financial management procedures;
- Participate in a rotating on-call roster;
- Work in partnership with government and non-government agencies;
- Promote the work of the organisation in the sector and wider community;
- Participate in professional development opportunities as required;
- Participate constructively in supervision and performance appraisals;
- Participate in the development and review of policies and procedures;
- Remain informed of policy and practice developments in Out-of-Home-Care.
- Be available to undertake higher duties and/or secondment as required; and
- Undertake other duties as required.

Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families
- A relevant Bachelor's degree The preferred minimum qualifications are Bachelor of Social Work, Social Welfare, Psychology, Nursing and Mental Health

- Demonstrated experience in casework practice preferably in Out-of-Home-Care;
- Demonstrated experience in working with young people with complex care needs;
- Understanding of Out-of-Home-Care policy, standards and quality frameworks;
- Demonstrated capacity to develop collaborative relationships across professional and organisational boundaries;
- Ability to plan, organise and prioritise work;
- Excellent written and verbal communication skills;
- Experience using Microsoft Office;
- Current First Aid Certificate.

Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

Director or General Manager's full name:	Naomi Burke	Date:	July 2022
Director or General Manager's position title:	Director NSW North & West		
Incumbent's full name:			
Incumbent's signature:		Date:	



MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.



MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's cultural or linguistic background, ethnicity, sexual orientation, gender identity, gender expressions, intersex status, relationship status, religion or spiritual beliefs, socio-economic status, age, and abilities.