

## JOB DESCRIPTION

<b>Job Title</b>	Case Worker
<b>Department</b>	Family Support & Wellbeing Service (FSWS)
<b>Responsible to</b>	Team Manager FSWS

**Overall Purpose and Aim of Role:** To make a positive and lasting difference to the lives of families and children through the delivery of culturally safe family support services.

### Key Responsibilities

The Case Worker with the support from the Team Manager will:

- Take the lead role in building the capacity of families through the delivery of focussed, flexible supports utilising the Practice Framework to engage, motivate, explore, plan and work towards agreed goals.
- Ensure the provision of outreach to families at a location and frequency that provides the required support.
- Undertake a holistic assessment of a family across broad interconnected domains to inform a culturally safe and comprehensive case plan.
- Ensure case management is focused on the cultural needs of the family and incorporates a trauma informed approach to support healing and recovery.
- Develop a case plan with the family that outlines the interventions required based on the referral and assessment information and clearly articulates the goals and the length of intervention together with the timelines for review. This plan will include a step-down approach, enabling a clear focus on exit and transition planning.
- Day to day oversight of direct support staff including task setting, coaching and development opportunities.
- Develop relationships and work collaboratively with key stakeholders including the Department of Communities (DoC) and local community supports.
- Chair relevant meetings, both internally and externally, as required.
- Where required provide regular updates to the DoC.
- Work with families to identify their aspirations and shape these into goals, deploying skills in engagement, motivational interviewing and monitoring of progress.
- Build an understanding of the family through family mapping/eco mapping.
- Plan and monitor the delivery of identified supports by support workers.
- Where reunification is the focus, work with the DoC in organising and planning family contact.
- Build strong relationships with families by maintaining regular contact.
- Develop plans with families to address any family violence, alcohol and drug abuse and mental health issues including making referrals to specialist services and community agencies as required.
- Support families to manage personal risk factors and mitigate the effects of these on their capacity to provide safe care for the child.
- Liaise with the Senior Case Worker regarding the progress of all families and identify any risks.
- Utilise applicable tools with each family.
- Keep records of work with clients including progress and outcomes reporting
- Ensure appropriate use of brokerage funds.

- Ensure that families opinions and those of significant others are sought over issues which are likely to affect their daily life and their future including advocating, when requested or agreed to by a family, to ensure the family have a voice when planning, making decisions and in the child protection system.
- Ensure children and families are aware of how to raise any concerns or complaints.
- At all times ensure the safety of children is a paramount consideration in decision making and service delivery.
- Ensure the timely reporting of critical incidents or complaints.
- Lead the development of a positive team culture.
- Ensure compliance with relevant policies and procedures.
- Keep databases up to date and accurate.

**Additional Duties**

- The post holder will be expected to demonstrate and uphold the Key Assets’ values.
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively.
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure and to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander’s, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the workplace no smoking policy in place and ensure that Health and Safety is observed in the course of employment.
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter, restrictive practice or complaint.
- Participate actively in supervision and professional development.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

**PERSON SPECIFICATION**  
Case Worker Family Support

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>• Training and/or qualifications in community services</li> </ul>	Essential	✓	✓			
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>• Minimum of 2 years' experience of working within the community services sector.</li> </ul>	Essential	✓	✓			
<ul style="list-style-type: none"> <li>• Experience of working with families and communities including Aboriginal families</li> </ul>	Essential	✓		✓		
<ul style="list-style-type: none"> <li>• Ability to work with other agencies</li> </ul>	Essential					
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>• Demonstrated understanding of the impact of Family violence, alcohol abuse and mental health issues</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>• Case management, assessment and risk management skills</li> </ul>	Essential	✓	✓			
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>• Ability to communicate clearly and sensitively with children/young people and adults in different situation</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>• Be able to demonstrate effective communication in writing</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>• Reliable, flexible, and dependable with solid organisational skills including attention to detail and multitasking skills</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>• Ability to work on own initiative and as part of a team</li> </ul>	Essential	✓	✓	✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>• A commitment to Equal Opportunities in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>• A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>• Willingness to travel, including occasionally residing away from home when needed or necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>• Willingness to work flexibly</li> </ul>	Essential	✓		✓		
<ul style="list-style-type: none"> <li>• Must possess a full clean open driving licence</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>• Willingness to undertake a Criminal Records check</li> </ul>	Essential	✓		✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

***Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.***