

Position Description – Therapeutic Case Worker (Parental Leave)

Position Title:	Therapeutic Case Worker – Pre & Post Release Program (Parental Leave – 6 month contract, part-time 0.8FTE)	Position Grade:	SCHADS 5
Department/Division:	Family Violence Response	Position No.	
Reporting to:	Pre and Post Release Program Senior Case Coordinator		
Position summary/purpose:	First Nations People, LGBTIQA+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply. Drummond Street Services in partnership with Elizabeth Morgan House, have been awarded the contract to deliver pre and post release services to eligible women and trans and gender diverse people exiting prison. Pre-release support will be offered in Dame Phyllis Frost Centre and Tarrengower Prison and post release support will be offered state-wide. The Therapeutic Case Worker will work as part of the Pre and Post Release Services Team, providing a range of integrated and targeted services. The service will take a holistic approach and work towards improving the social and emotional wellbeing of people as a strategy to reduce recidivism and incarceration. The service will be delivered by a multi-disciplinary team of qualified and skilled practitioners, with and affirmative employment and training framework for people with lived experience of the criminal justice system. The Therapeutic Case Worker, with support from the team, will also provide secondary consultation, reflective practice, training and co-work to other staff and programs across Drummond Street and the sector.		
Key Responsibilities			
Continuous Improvement In collaboration with the Program Manager, Senior Case Coordinator, Lived Experience Workers, and Queerspace General Manager, contribute to the ongoing review and evaluation of the pre and post release program delivery for women and trans and gender diverse people exiting prison (DPFC and Tarrengower and ad hoc locations).			
Leadership Deliver all pre and post release program activities in collaboration with Elizabeth Morgan House.			

- Provide a range of evidence-informed services by leading and supporting practice in a transdisciplinary team environment to achieve positive outcomes for pre and post release clients.
- Provision coaching and mentoring to the Recovery Support Workers with a focus on the development of service outcomes for clients and the quality practice and performance management of staff individually and in teams.

Service Delivery

- In consultation with the client, develop and implement a transition plan to build social and emotional wellbeing.
- Ensure ongoing collaboration and coordination with Elizabeth Morgan House practitioners and team.
- Oversee risk and safety screening, ensure case coordination planning, linkage to and the provision of intensive case management support for higher risk cases.
- Ensure accurate and timely data is recorded into all required client record management systems.
- In consultation with the client identify and make appropriate referrals to other service providers.
- Liaise with staff from Corrections Victoria at the appropriate times along the pre and post release client journey.
- Participate in the review of cases and case management meetings with in-scope service sector organisations.
- Liaise with internal and external services to maintain relevant links and networks to strengthen the services delivered by the pre and post release team.

Quality & Compliance Management

- Report and record any incidents and issues.
- Contribute to high-quality reporting and the development of policies, program manuals and ad hoc program content.
- Work within risk management, quality standards and continuous improvement frameworks.
- Ensure the workplace and programs are culturally safe and affirmative for employees, children, and families.

Community & Interagency relationships

- Maintain and ensure collaboration with Elizabeth Morgan House staff and clients
- Initiate, engage and build relationships across a range of sectors to support client outcomes.
- Contribute to broader sector, policy and evidence base through the development of content and/or contributions to policies and research or advocacy.

Professional Development and Training

- Participate in annual performance reviews and professional development plans.
- Participate in professional development and training as identified in collaboration with line manager.
- Participate in relevant team meetings and clinical practice meetings.

Research and Evaluation

- Work alongside CFRE to support the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Committed to prioritising child safety and maintain an understanding our Reportable Conduct Scheme responsibilities (we have a Child Safety Officer and Committee to support this)

OH&S

- Identify, report and record all safety hazards, incidents and injuries
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures

Quality Assurance & Improvement

- Proactive, engaged in and committed to creating great experiences for each client
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role models, demonstrates and promotes respect for and values social differences
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focuses on people as well as productivity
- Monitor productivity, identify and implement improvements as needed

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene, keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Key Selection Criteria
Competency	Technical/Functional	
• Adaptive case management skills • Organisational & Quality Focus • Planning & Implementation • Results Driven & Client Orientated • Promotes productive work practices • Creative, flexible and solution focused • High level of self-awareness, professionalism and social justice values	• Operational and strategic planning • Governance & compliance including risk management, service standards • Relationship & Stakeholder Management • Sound knowledge of public health approaches, the social determinants and impacts of justice system involvement • Understanding of and experience in working within a therapeutic trauma and recovery practice framework • Cultural and diversity humility	• Minimum degree level qualification in Social Work or equivalent • A minimum of two years' experience in case management and equivalent experience in the social services sector • Highly skilled in working with justice involved people experiencing multiple and complex needs • Demonstrated understanding of the social determinants of health and social and emotional wellbeing frameworks for individuals and communities • Demonstrated understanding of the systemic issues and challenges when working with justice involved women and trans and gender diverse people • Demonstrated capacity to work within integrated, collaborative and systemic approaches • Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities.

	• Highly developed interpersonal, oral and written skills • Highly developed administration and information technology skills	• Ability to handle pressured situations with resourcefulness, adaptability, and creative thinking • Capacity to work creatively, demonstrate initiative, contribute ideas and be active in a supportive team environment
Position Dimensions		Decision Making Authority
• No. of FTE: Part-time 0.8FTE • This position will work across multiple locations and sites, including Prisons • Participate in relevant agency partnerships and community stakeholder groups where required.		• Independent professional judgement in establishing a treatment pathway. • Responsible for the management of caseload, in consultation with their supervisor.