

Position Description					
<b>Position Title</b>	<b>Caseworker Youth Services</b>		<b>Department/Centre</b>	Fusion Western Sydney	
<b>Type of Position</b>	<b>Fulltime</b>		<b>Position Hours</b>	9am-5pm	
<b>Name of Person In role</b>			<b>Date started working with Fusion</b>		
<b>Date Created</b>	February 2026	<b>Position Description Review</b>		<b>Performance Review Date</b>	
<b>General Position Overview</b>	<p>Provide short term (up to 3 months) person centred, strengths-based casework to identified young people including assisting them to identify goals, plan strategies and task to reach these goals and address barriers to young people reaching their potential. This includes assessment, case planning, referral, psychosocial education and exit planning.</p> <p>This role has an average caseload of 12 clients at a time with an expected caseload of 48 clients per year.</p>				
<b>Key Responsibilities</b>	<p>Managing caseload of 12 young people at a time.</p> <p>Receiving referrals and assessing for suitability.</p> <p>Creation of initial plan that outlines key goals, tasks and actions and working to reduce barriers for young peoples to reach these goals.</p> <p>Case noting.</p> <p>Researching possible interventions and strategies.</p> <p>Providing information, referral and support.</p> <p>Providing psychosocial education</p> <p>Keeping case planning tools and other resources up to date.</p> <p>Exit planning.</p> <p>Liaising with young person's parents, school and other supports.</p> <p>Case coordination.</p> <p>Referral to specialised services.</p> <p>Ensure up to date case files and documents.</p> <p>Participating in the further development and review of the program including contributing to policy and risk management.</p>				

**FUSION VISION MISSION AND VALUES**

<b>Fusion Mission</b>
Engaging creatively with communities to bring life
<b>Fusion Vision</b>
Transformed communities where young people thrive.
<b>Fusion Values</b>
<p><b>Justice</b> – Prioritising young people 12-25 and focuses on programs that address inequality and unmet needs, reflecting a commitment to fairness and opportunity.</p> <p><b>Mercy</b> – Mercy is seen in our commitment to walk alongside people without judgement through relationships-based mentoring. Fusion Australia seeks to strengthen this work, creating belonging and healing.</p> <p><b>Compassion</b> – By centring relationships, mentoring and trauma informed care, Fusion Australia ensures our services respond with empathy to the real experiences of young people and communities.</p> <p><b>Respect</b> – Fusion Australia in building programs that listen and respond- though co-design, local leadership, and stakeholder engagement- upholding the dignity of all involved.</p>

**Fusion Conduct Expectations**

Fusion Australia is a Youth and Community organisation of people motivated by Christian values and the belief that people matter. All Fusion workers must act consistently in accordance with Fusion code of conduct and comply with

Fusion Australia Privacy Statement: Please note that all personal information will only be used for the primary purpose for which it is collected or in the limited circumstances set out in the Privacy Act. Information will be stored securely and will not be disclosed to others outside Fusion unless legally required to do so. For more information see Fusion's privacy policy.

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Drafted by	Geoff Manton	Approved on	02.02.2025
Responsible person	HR Manager	Scheduled review date	Jan 2027

Fusion policies and procedures. All workers must challenge practices observed that are inconsistent with these. All workers must use Fusion values as a basis for managing relationships and decision-making.

### Requirements in this role

#### Qualification:

A minimum of a Diploma of Community Services, Case Management, Youth Work (or a related discipline), or a bachelor's degree in social work, Psychology, or Social Science.

#### Demonstrated

Experience: Proven experience delivering casework, case management, or intake and assessment within a community services environment.

#### Sector Knowledge:

Practical understanding of trauma-informed care, risk assessments

Experience providing person centred, strength-based person, trauma informed casework to young people.

Understanding of common issues experienced by at risk young people

Proven experience building engagement and rapport with young people

Excellent time management and ability to work independently

Sound understanding of case note

Understanding of service system and referral pathways in NSW.

### Key Challenges (Summarise any specific issues that Fusion recognises may make the role a challenge or unique.)

This role is a new role, and the worker will be part of designing the program and resources.

This role will be located with youth work team but have a different focus and therefore the worker needs to be able to be self-motivated and have excellent time management.

This role requires workers to be resourceful, to establish what support options there are for young people and to find creative responses to these barriers and needs.

This role will be partially outreach including seeing young people at schools and offices of other services.

### Key Tasks

Creation, review and monitoring of case plan. Including initial plan, and major reviews each quarterly with key stakeholders.	Ensuring young person' file is kept up to date, using client management system. Ensuring case file notes and updated. Including highlighting current goals, tasks and strategies and any new current info
Keeping up to date on referral and support options through area through networking and research.	Attending case coordination meetings with other services.
Actively engaging with other supports for young person such as parents, school, mental health support and referral to community-based programs	Exit planning and transitioning young person from service.
Actively researching evidence-based initiatives for young peoples to engage in to assist their case plan and implementing as appropriate	Exit planning and exploring housing options.
Providing information, support and referral including psychosocial education.	Advocating on behalf of the young person.
Assisting in creation of resources and tools to utilise with young peoples as part of their plans.	Taking young peoples to appointments.
Recording petty cash and other expenditures as per systems provided.	Following policies and procedures
Participating in training as required.	Actively participating in regular supervision and performance forums.
As applicable taking the young person to other services and appointments.	Assisting with application for Centrelink or NDIS as applicable.

<b>Key Relationships</b>	
<b>Internal</b>	
I am accountable to:	Sydney Youth Services Manager
I work closely with:	Youth Workers and other services
Accountable to me:	Volunteer mentors
<b>External:</b>	Local, State and Federal government agencies Young People and their supports
<b>Committees/Groups:</b>	

### Work Experience and Skills

<b>Essential Criteria:</b>	<b>Desirable Criteria:</b>
Experience in case management including assisting people to reach goals	Understanding of key issues impacting on young people including mental health, alcohol and other substances, Family Violence, experiencing homelessness, bullying and school refusal.
Effective written and verbal communication skills.	Experience working with Culturally and Linguistically Diverse and Aboriginal and Torres Straight Islander
High level interpersonal skills including negotiation and conflict resolution skills and the ability to develop effective working relationships at all levels	
Well-developed interpersonal communication skills including a demonstrated capacity to facilitate an agreed outcome in a complex environment with competing interests and many stakeholders.	
Relevant knowledge and experience in youth sector	
Ability to organise and prioritise workloads to meet timeframes	
Ability to plan and initiate activities	
Good organisational and time management skills	
Ability to organise and prioritise workloads to meet timeframes.	
Ability to organise and prioritise workloads to meet timeframes.	

### Qualifications, Education and Experience

<b>Essential Criteria:</b>	<b>Desirable Criteria:</b>
A minimum of a Diploma of Community Services, Case Management, Youth Work (or a related discipline), or a bachelor's degree in social work, Psychology, or Social Science.	Additional qualifications such as counseling or post graduate study
	Mental Health First Aid
	Assist Training

### Certificates and Checks - Required for this Position – Current and ongoing while in role

Current vaccinations in line with Public Health Orders, aged care, disability or other Housing and Clinical Supports delivery contracts.	<input checked="" type="checkbox"/>
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National Police Check and Statutory Declarations	<input checked="" type="checkbox"/>
Safe Organisation Course - at relevant level of training for role	<input checked="" type="checkbox"/>
Working with Children Check	<input checked="" type="checkbox"/>
First Aid Certificate	<input checked="" type="checkbox"/>
Driver's License – where driving on behalf of Fusion	<input checked="" type="checkbox"/>
CTP and Comprehensive car insurance – where using own vehicle for Fusion work	<input checked="" type="checkbox"/>
Others, please list: e.g. Bronze medallion	<input type="checkbox"/>

**Personal Qualities and Behavioural Traits**

Ability to be creative in responses to challenging behaviour.

Highly developed engagement skills.

Good self-regulation and reflection skills

Key Result Area Summary				
	Key Result Area	Responsibilities/Duties What key tasks must be completed?	Key Performance Indicator (KPIs)	Deliverables / Targets
1	Carrying out all duties in a professional manner and contribution to team culture.	Complying with Fusion’s policies and practises and values.	Worker is on time, courteous and professional at all times.	
2	Managing caseload of 12 young people. Including creation of initial plan that outlines key goals, tasks and actions and working to reduce barriers for young peoples to reach these goals.	Participating in the further development and review of the program including contributing to policy and risk management.	<p>Caseplan include:</p> <ul style="list-style-type: none"> <li>• clear SMART goals</li> <li>• strategies and tasks to meet the goals that include timelines</li> <li>• are regularly reviewed and updated</li> </ul> <p>In the three-month support period young person manages 75% of young people successfully reach 50% or more of their identified short-medium term goals and have a clear pathway to their med-long term goals.</p>	<p>Young peoples are encouraged to engage with their case plans and to continue to work towards their goals.</p> <p>Young people move towards their goals in measurable ways.</p>
3	Liaising with young peoples’ carers, trustees and clinicians, NDIS and other supports.	Engage with key stakeholders and supports	Key stakeholders are including in case plan development.	Case plans show evidence of engagement with key supports and stakeholders

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4	Ensure up to date case files and documents.	Case plans are up to date Case notes follow case noting principles including being concise and accurate Referrals and assessments are including in case plan.	Case notes are entered into the CMS within 48 BH Case plan shows evidence of young person engagement	Young person receives a copy of case plan.
				1.

<b>Notes/Comments</b>
Responsible contribution to the management and maintenance of office, desk, all equipment, petty cash, and vehicles belonging to Fusion.

I have read and understood the requirements of the position.

Name: \_\_\_\_\_ Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor/ Manager: \_\_\_\_\_ Sign: \_\_\_\_\_ Date: \_\_\_\_\_