

Position Description

Title	Case Support Worker
Business unit	Enhanced Therapeutic Contact Service (ETCS), Southern Melbourne
Location	10 Ti Tree Drive, Doveton, and other locations as required
Employment type	Part time (7 days = 53.2 hours per fortnight) Ongoing
Reports to	Team Leader – Enhanced Therapeutic Contact Service

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Program information

The Enhanced Therapeutic Contact Service supports and supervises court ordered contact visits for children in the child protection system who have been removed from their parent’s care to due concerns of abuse and/or neglect and are living in Out of Home Care.

The program creates a stable, predictable, and safe environment for children to enhance the quality of their contact visits. Keeping the child’s best interests at the forefront, team members support parents to help rebuild or maintain relationships with their child/ren, develop parenting skills, promote child development, and support families to engage with services in their community.

ETCS staff advocate for children, provide role modelling, coaching, parenting education, and plan contact experiences to achieve agreed therapeutic goals. Goals for contact are developed in partnership with Child Protection and parents to work towards sustainable models for contact visits, reunification, or alternative modes of supervision.

The Program aims to support contact as a therapeutic experience for children and each family referred to the program is allocated a keyworker who supervises and plans visits, conducts transports, formulates goals, and tracks progress. Keyworkers are responsible for casework including referring families to other services and attending case plan and care team meetings. Case support workers support the smooth running of the program and work collaboratively with keyworkers across the team to achieve the above.

Position Description

Case Support Worker

The program works with children and young people aged 0-18 years and is delivered across the Bayside Peninsula and Southern Melbourne areas. Visits may be centre based at Doveton or occur in the community or the home. Referrals are received by Child Protection, Department of Families, Fairness and Housing.

2. Position purpose

The primary function of this role is to support seamless program service delivery and coordination of contact visits through collaboration and co work with program colleagues and consultation with the Team Leader. The Case Support Worker will provide transportation for children and their families as required and supervise and accurately record contact visits for families jointly allocated with program's Keyworkers. The Case Support Worker participates in contact planning and goal setting with parents and caregivers, liaises with child protection case workers, and contributes to care team and review meetings. The Case Support Worker is responsible for set up and clean-up of the site between scheduled family visits and assists in maintenance of program resources.

The position will be required to work flexible hours to meet the needs of the children and their families.

3. Scope

Budget: *nil*

People: *nil*

4. Relationships

Internal

- Team Leaders
- Manager, OoHC and Therapeutic support.
- Senior Manager, Continuing Care OoHC.
- Co-located staff and team colleagues
- Other Uniting staff

External

- Child and adult clients and carers
 - DFFH Child Protection personnel
 - Other professionals
-

5. Key responsibility areas

Service delivery

- Supervise contact visits between children and their parents
- Provide transport for children attending contact
- Plan activities and specific goals for contact visits, in collaboration with parents and Keyworkers
- Logistical planning and liaison with placement agencies or caregivers
- Collaborate with Keyworkers and Team Leader, to develop therapeutic goals and implement therapeutic activities and approaches in contact
- Support families to achieve agreed goals such as improving parenting skills or accessing services in their community

Position Description

Case Support Worker

- With support of Keyworkers and Team Leader, liaise with DFFH Child Protection staff in relation to intake, goal setting and regular goal reviews
- Assist with set up and pack up of site at completion of contact visits as required
- Work as part of a multi-disciplinary team in the delivery of the service to ensure service delivery best matches the needs of the child and their family
- Work to ensure the child's experience in the program promotes safety, stability and development within a culturally competent approach
- Maintain accurate and up-to-date contact observation records and case notes in a timely manner
- Maintain accurate files, electronic records, and data, compliant with agency standards

Quality and risk

- Participate in initiatives to enhance quality of service delivery, including audits, reflective practice and team development and team planning
- Identify, assess and report risk to children, particularly in a contact setting

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position

6. Person specification

Qualifications

- Minimum Diploma qualification in Community Welfare, Early Childhood Education, or relevant discipline
- Current First Aid and CPR certification or willingness to obtain

Experience

- Experience in a human service organisation providing support to children and families
- Experience in engaging vulnerable children and families including rapport building, appropriate communication, and maintaining clear boundaries and accountability
- An understanding of children's physical and emotional developmental stages and milestones, and the potential impact of trauma on development

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Some knowledge of Child, Youth and Families Act (2005) and the Best Interest model of case practice

Position Description Case Support Worker

- Demonstrated knowledge of practices to engage with clients from a diverse range of backgrounds, including those from Aboriginal, Torres Strait Islander, CALD or LGBTQI communities
- Capacity to engage with vulnerable children and their parents
- Excellent verbal and written communication skills: the ability to engage and communicate effectively with a variety of age groups, cultures, and language groups; able to utilise interpreters. The ability to produce clear and concise written observation records and case notes with attention to accuracy and detail

Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: