

Position Title – Social Worker

Division:	Family and Community Services – Community Development
Award and Classification:	Social, Community, Home Care and Disability Services Award (SCHADS) SACS Level 5
Position ID	SW01

Position Objective:

commUnity+ is a community-led organisation committed to delivering integrated, holistic services that respond to the complex needs of people experiencing disadvantage across Melbourne's western suburbs. Social Worker within the Community Development team, will be an integral part of the broader commUnity+ organisation. The Social Worker will play a key role in bringing commUnity+'s Any Front Door strategic initiative to life, supporting a seamless, coordinated experience for clients regardless of their first point of contact with the organisation. Working across programs and alongside practitioners from multiple disciplines—including legal, community development, and other service areas—the role will champion integrated, person-centred practice.

The Social Worker will support vulnerable clients through a combination of case management and targeted, short-term assistance. This includes assessment, service engagement, referrals, advocacy, and coordination of supports to ensure clients receive holistic assistance that addresses both legal and non-legal needs.

This role offers a unique opportunity to actively shape and strengthen commUnity+'s multi-disciplinary practice, contributing to service design, collaboration, and continuous improvement across the organisation.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

Comm Unity Plus Services Ltd (operating as commUnity+) is a multidisciplinary organisation located predominantly across Melbourne's western suburbs. We strive to enable positive change and growth for people through a range of prevention and early intervention programs including Community Education, Children's Contact Services, Neighbourhood House, Legal Services and community engagement and development activities.

Our clients and participants are people facing disadvantage, hardship and social exclusion, with particular focus on members of communities new to Australia. We support vulnerable children and women, and those who need a helping hand to achieve justice and fairness when dealing with governments and the legal system.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission. commUnity+ receives funding from Local, State and Commonwealth Government

departments; and partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.

Our Vision:

For all people, families and communities to thrive.

Our Purpose:

We empower and support people by unlocking pathways to connection, learning, work and justice.

Our Values:

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| Empowerment: | We respect the strength of our communities and support people to have agency over their own lives. |
| Compassion: | We embrace the lived experience of all people and approach our work with kindness, care and courage. |
| Collaboration: | We work well together as one team and with our partners to deliver holistic services. |
| Responsiveness: | We listen to diverse communities, measure impacts and make informed decisions about the services we provide. |
| Accountability: | We are responsible and self-reflective. We acknowledge and celebrate achievements. |

Our Services:

- Community Education (RTO) accredited and non-accredited training across a range of Programs
- Legal Services (commUnity+ Legal)
- Family Services (including Children's Contact Service and other family support)
- Neighbourhood House
- Community engagement and development projects and activities

Part B: Operational Context

commUnity+

The Social Worker role operates within a multidisciplinary, client-centred practice model at commUnity+, supporting the Any Front Door approach to ensure clients experience seamless access to services regardless of how they engage with the organisation. Working closely with lawyers, community development staff, educators, and external service providers, the role focuses on coordinated case management, advocacy, and service navigation for individuals and families with complex and intersecting needs. The Social Worker plays a key operational role in addressing barriers to engagement, supporting warm referrals and handovers, and ensuring practical, emotional, and psychosocial needs are met alongside legal and community responses, contributing to integrated and holistic outcomes across all commUnity+ sites.

Part C: Position Specifications

Relationships	
Division:	Community Development
Program/Team:	CommUnity+ Community Development
Location:	This position will operate across multiple commUnity+ sites and at times outreach sites to support service delivery and team collaboration.
Reports to:	Community Development Manager
Indirectly Reports to	Executive Director Client Services Client Services Managers
Internal:	Client Services Team inclusive of lawyers, community development workers, CCS staff and educators, student placements, volunteers
External:	Clients, community stakeholder groups, funding agencies, referring networks

Dimensions		
Staff / Volunteers Managed or Supervised	Direct	N/A
	Indirect	N/A
Key Accountabilities		
A. Provision of Case Management and Discrete Support B. Integrated & Multi-Disciplinary Practice C. Referrals, advocacy and service coordination D. Community Engagement E. Practice Development & Continuous Improvement F. Compliance, Risk and Accountability G. Other		

Key Accountabilities
A. Provision of Case Management and Discrete Support - Collaborate with lawyers, educators and community service professionals to address clients' needs. - Knowledge of available assistance and ability to connect clients with the appropriate support. - Ability to make referrals to a range of services and organisations, including government agencies, specialist services, and services for housing, family violence and mental health support.

- Advocacy on behalf of clients with other services and agencies.
- Conduct case planning, risk assessments and safety planning to appropriate clients, including in consultation with lawyers and other commUnity+ staff
- Ongoing emotional support to vulnerable clients, including during legal appointments and court events.
- Ensure accurate and timely data collection to meet legal practice and funding requirements.
- Provide strengths-based, trauma-informed case management support to individuals and families experiencing complex and intersecting needs.
- Deliver both ongoing case management and short-term, targeted interventions depending on client need.
- Support clients to engage with internal and external services, advocating on their behalf where required.

B. Integrated & Multi-Disciplinary Practice

- Work collaboratively with practitioners across commUnity+ programs, including Legal, Community Development, and other service areas, to deliver coordinated, client-centred outcomes.
- Contribute to and strengthen commUnity+'s multidisciplinary practice model through collaboration, shared planning, and joint case work.
- Support lawyers and other practitioners by addressing barriers impacting clients' ability to engage in services or resolve matters.
- Actively support the implementation and embedding of the Any Front Door strategic initiative, ensuring clients experience seamless access to services regardless of their initial entry point.
- Assist in developing and refining referral pathways, intake processes, and warm handover practices across the organisation.
- Promote a whole-of-organisation approach to client engagement and service coordination.

D. Referrals, Advocacy & Service Coordination

- Develop and maintain strong relationships with external service providers, community organisations, and government agencies.
- Facilitate referrals and warm handovers to appropriate services to support client safety, stability, and wellbeing.
- Advocate for clients with external systems and services to reduce barriers and improve outcomes

E. Community Engagement

- Identify emerging client and community needs and contribute insights to service planning, program development, and systemic advocacy.
- Participate in community networks, forums, and working groups relevant to community wellbeing and integrated practice.
- Build and maintain relationships with stakeholders through participation in community development activities, working groups, stakeholder meetings and professional development.

- Support the supervision and development of volunteers and student placements as appropriate.
- Support community-led and preventative approaches where appropriate.

F. Practice Development & Continuous Improvement

- Contribute to the development of policies, procedures, tools, and resources that promote integrated and best-practice service delivery.
- Maintain accurate, timely, and confidential client records in accordance with organisational policies and funding requirements.
- Participate in supervision, reflective practice, and professional development to maintain high standards of practice.

G. Compliance, Risk and Accountability

- Contribute to the strategic direction of commUnity+ through the delivery and reporting of projects and services.
- Maintain high standards of file management, case notes, and reporting.
- Comply with all relevant legislation, professional obligations, organisation and program specific internal policies and procedures.

H. Other

- Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position.
- commUnity+ is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. Carry out any responsibilities in keeping with the child safety principles and Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

Part D: Person Specification

Key Selection Criteria	
Essential:	• Demonstrated experience in providing case management and social work services to people experiencing disadvantage. • Highly developed interpersonal skills, with a demonstrated ability to work effectively with clients from culturally diverse backgrounds and those experiencing social disadvantage. • Ability to manage a large and diverse caseload, prioritise competing deadlines, and work effectively under pressure as part of a busy legal team. • Ability to work independently at offsite outreach locations and manage tasks and workloads related to mobile service delivery. • Strong verbal and written communication skills, with the ability to tailor messaging for a range of audiences and purposes, including for clients and stakeholders. • Proficiency in Microsoft Office applications, Zoom, and Microsoft Teams, with the ability to generate correspondence and manage communications independently. • High level of professionalism, integrity, and accountability and alignment with commUnity+ values.

Desirable:	• Experience working in a multi-disciplinary or integrated team. • Experience working with communities in Melbourne's West. • Experience in working with clients experiencing vulnerability and marginalisation. • Experience working in a social justice setting. • Proficiency in a community language.
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Qualifications	
Essential:	• Tertiary qualification in Social Work or equivalent • Membership of, or eligible for membership of, the Australian Association of Social Workers (AASW)

Other Requirements	
Essential	• Current Working With Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity. • Current valid Victorian Drivers Licence. • Able and willing to travel to other locations to work.

Part E: Declaration

Declaration	
My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, there maybe other reasonable duties within my skills and experience that I may be requested to undertake. I hereby accept the accountabilities and authority as outlined.	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /