

JOB DESCRIPTION

Job Title	Senior Case Worker
Department	Family Support and Wellbeing
Responsible to	Program Manager – Family Support and Wellbeing Service

Overall Purpose and Aim of Role: To make a positive and lasting difference to the lives of Young People and Families by providing quality support and service through the Early Diversionary Support Network.

Core Tasks

The Senior Case Worker position will oversee case management and case work services for the Family and Support Wellbeing Service (FSWS). This service works in partnership with Aboriginal Controlled Community Organisations (ACCOs) and manages the Early Intervention Family Support Service (EIFS) and the Family Carer Support Service (FCSS).

- Day-to-day line management of staff including responsibilities in recruitment, induction, training, coaching, supervision, and providing support to relevant team members to ensure an adequately trained and skilled model is delivered.
- Support the Case Worker and Support Workers to build the capacity of families through the delivery of focussed, flexible supports utilising the KAA Practice Framework to engage, motivate, explore, plan and work towards agreed goals.
- Lead with a child-focussed, family-centred approach; recognising the impact of trauma that children and their extended families are likely to have experienced and applying a trauma-safe approach.
- Be respectful and inclusive of Aboriginal Culture through informing engagement strategies, assessment, planning, and undertaking necessary consultation.
- To source and coordinate training opportunities for the team.
- Develop, lead and maintain positive relationships with key stakeholders relevant to the programs including the Department of Communities and local community supports.
- Ensure that clients 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, to ensure the client has a voice.
- In consultation with the FSWS team, contribute to the assessment of need, and the development of individual goal plans for families.
- To implement, monitor, and review family goal plans.
- Provide 1:1 and group supervision and coaching with the team on a monthly basis.
- Lead the team to ensure that they are providing high quality and effective case management and case work service to all clients.
- Participate in monthly supervision and coaching sessions with line manager.
- To ensure all policies, procedures and the use of and distribution of relevant documents are adhered to including their storage on client management system in a timely manner.
- Ensure that all activities and strategies are consistent with any operating frameworks and related resources.

- Work with the Program Manager to create, maintain and review processes, resources and documents as required.
- Liaise with the Program Manager regarding the progress of clients and to identify any risks.
- Keep records of work with clients including progress and outcomes reporting
- Ensure appropriate use of brokerage funds.
- Ensure clients 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.
- Chair relevant meetings, both internally and externally, as required.
- Ensure the timely reporting of critical incidents or complaints.
- Lead the development of a positive team culture.
- Ensure compliance with relevant policies and procedures.
- Develop and maintain databases to ensure client data is accurately recorded and kept.
- Ensure that the Case Worker and Support Workers maintain case records in accordance with program procedures, and support staff in navigating database systems.
- Contribute to program development and active (action research) evaluation processes in conjunction with the Department of Communities.
- Participate in all training as required.
- Attend interagency meetings as required.
- To ensure that all activities are thoroughly risk assessed and signed off by the Program Manager.

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.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION

Senior Case Worker

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**

	Essential/ Desirable	Shortlisted Criteria	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Education/ Qualifications						
Training and qualifications in youth or social work or community services	Essential	✓	✓			
Experience/ Training						
Minimum 5 years' experience of working directly with children/young people in the care system or disability field.	Essential	✓	✓			
Experience in leadership roles and or supervisory roles	Desirable		✓			
Demonstrate significant experience of working with children / young people with challenging behaviour in a trauma informed way.	Essential	✓		✓		
A sound working knowledge and understanding of IT systems	Essential	✓				
Knowledge						
A sound knowledge of Child Protection practice	Essential			✓		
Knowledge of the impact of trauma	Essential			✓		
Sound knowledge of the Out of Home Care Sector	Essential	✓	✓			
The ability to prepare written reports	Essential	✓				
Personal Qualities						
Ability to communicate clearly and sensitively with children/young people and adults in different situation	Essential	✓	✓	✓		
Be able to demonstrate effective communication in writing	Essential	✓	✓	✓		
Reliable, flexible, and dependable with solid organisational skills including attention to detail and multitasking skills	Essential	✓	✓	✓		
Ability to work on own initiative and as part of a team	Essential	✓	✓	✓		
Miscellaneous						
A commitment to Equal Opportunities in all work practices	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
• A commitment to providing a professional and quality service	Essential			✓		
• Willingness to travel, including occasionally residing away from home when needed or necessary	Essential			✓		
• Willingness to work flexibly including rostered after hours	Essential	✓		✓		
• Must possess a full clean open driving licence	Essential	✓	✓			✓
• To participate in the 24 hour on call duty system	Desirable			✓		
• Willingness to undertake a Criminal Records check	Essential	✓		✓		
• Be prepared to seek advice where necessary	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.