

Position Description

Position:	Case Worker
Reports to:	Coordinator, Case Management & Coordination Manager, Case Management & Coordination
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)
Position Classification:	Level 4

Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development, Training and Group Work and other such responses that facilitate the achievement of specified goals.

The Case Management and Coordination team provides case-work support to a range of individuals, families and carers to support aspirations, growth and change within a strengths based approach.

This may include support and advocacy through the systems which significantly impacts on individual and family lives, such as; child protection; income support; housing; mental health and healthcare; disability; education and legal, parenting and early years.

The position involves both centre based and outreach functions involving coordinated work with a range of agency, community and staff resources.

Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To be involved in actively evaluating and critiquing practice at an individual, team and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals and to work as part of a team with key stakeholders.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.
- To be involved in the development of operational plans in the service consistent with agency and service philosophy and in line with service agreements with funding bodies.
- To fulfil all reporting and administrative requirements in conjunction with the co-coordinator and Manager.

Role Responsibilities

- To maintain a case-load of individuals, families and carers within a case management approach and across a range of complex issues.
- To work within the principles of the Disability Services Act, Child Protection Legislation and Regulation, the Residential Tenancy Act and other relevant human service legislation to ensure that individuals and families have access to appropriate and accurate information with regard to the issues that affect their lives.
- To work closely with other Kyabra teams in order to ensure the best possible outcomes for individuals and families.
- To act as an advocate both internally and externally for individuals and their families
- To engage in short term solution focussed work with individuals, families and carers where applicable.

Key Selection Criteria

Essential

1. Relevant university tertiary qualifications and experience in the Human Services field.
2. Experience in a case management approach.
3. Understanding of and commitment to the principles of social justice.
4. Demonstrated capacity to work in ways that focus on people's strengths.
5. A demonstrated ability to work as a member of a team.
6. Well-developed interpersonal and organisational skills.
7. A current driver's licence.
8. Demonstrated knowledge and/or experience in working in the community sector in one or more of the following areas: assessment/case management, foster care, disability, mental health, carer support, community development, parenting and early years.

Desirable

9. Knowledge of broader referral networks, or the ability to rapidly acquire same.

Positions under direction supervision

None

Relates to

- Staff and volunteers
- Executive Board members
- Families and individuals
- Other service providers/community organisations

Other Information

Criminal History Check

The successful applicant will be required to apply the required Personal/Criminal History Checks. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form/application.

Hours of Work

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.

Signed:

(employee signature)

(employee name)

(date)