



Case Worker Position Description

Casey North Community Information & Support Service Inc (CNCISS)

Reports to: Executive Officer, or Senior Case Worker (TBC), or Case Work Manager (TBC)

Employment: Ongoing part-time; hours as agreed in writing

Award: Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS), social and community services stream

Classification: SCHADS social and community services employee Level 4, subject to confirmation. Pay point determined in accordance with the Award.

Location: 52-54 Webb Street Narre Warren VIC 3805; approved outreach and remote work as required

Direct reports: None; provides practical support to volunteers and students. Formal student supervision only where appropriately qualified and specifically assigned.

Purpose of the role

Provide short-term casework to individuals and families experiencing hardship, crisis or barriers to accessing support. Work alongside clients to identify priorities, strengthen their capacity and connect them with practical assistance and appropriate services.

CNCISS is a community service supporting people experiencing disadvantage and low income. All staff bring specialist skills to their roles and contribute as generalists to the wider service. Casework is the primary focus of this position, with a shared responsibility to respond to community needs and support colleagues.

Key responsibilities

- Assess needs, strengths and immediate risks; agree realistic goals and case plans that reflect the client's priorities and choices, review progress, follow up and plan referrals or case closure.
- Provide practical support, information, advocacy and supported referrals, with client consent. Link clients with housing, family violence, mental health, income support, financial counselling and other relevant services.
- Respond calmly to distress and crisis, follow safety and escalation procedures, and seek specialist or emergency assistance when needed.
- Explain relevant service boundaries and support clients to provide feedback or access the complaints process.
- Assist with emergency relief, intake and general community enquiries as required, within service guidelines and delegated authority.
- Maintain accurate, timely case notes, consent records, case plans and service data. Contribute to reports and identify emerging needs, service gaps and opportunities to improve practice.
- Work collaboratively with staff, volunteers, students and partner agencies. Share relevant knowledge and provide practical guidance within the scope of the role.
- Participate in supervision, team meetings, relevant networks, training and service improvement. Raise workload pressures and practice concerns early.

Flexible contribution and scope

Respond constructively to changing community needs, service priorities and ways of working. This may include helping another program, covering agreed tasks during absences, supporting community activities or learning new processes.

Undertake other lawful and reasonable duties consistent with the role, skills, competence and award classification. CNCISS will provide appropriate training, support and supervision and consider workload and safety when allocating duties.

Work under the general direction of the Executive Officer, Senior Case Worker (TBC), or Case Work Manager (TBC), using judgement within organisational policies and delegated authority. Seek guidance for complex or high-risk matters and refer work requiring specialist qualifications or authorisation. Specialist counselling, financial counselling or legal advice must only be provided where appropriately qualified and authorised.

Material changes to responsibilities will be discussed with the employee and managed in accordance with applicable consultation requirements. Classification and any higher duties entitlements will be reviewed where required. Changes to agreed hours or employment conditions will follow the applicable legal and contractual requirements.

Conduct and safe practice

- Read, understand and comply with the CNCISS Agency Code of Conduct, including updates communicated to staff, and applicable policies and procedures. The Code is provided separately and forms part of the role's expectations.
- Maintain professional boundaries, confidentiality and respectful communication. Contribute actively to inclusive, constructive problem solving and a supportive workplace.
- Use client-centred, strengths-based, trauma-informed and family violence-informed practice. Respect client choice and provide culturally safe and accessible support, including interpreters when needed.
- Follow child safety, occupational health and safety, privacy and information security requirements. Report hazards, incidents, safeguarding concerns and suspected privacy breaches promptly through the required channels.

Selection criteria

- Relevant qualification in community services, social work, welfare or a related discipline, or equivalent relevant experience and demonstrated capability.
- Experience in assessment, case planning, advocacy and referral with people experiencing hardship or complex needs; understanding of poverty and barriers to accessing services.
- Sound judgement, professional boundaries and the ability to recognise risk and seek assistance appropriately.
- Clear written and verbal communication, accurate record keeping and confidence using digital systems.
- Ability to organise a caseload, meet agreed deadlines, work independently within role boundaries and contribute flexibly as part of a team.

Requirements: Evidence of the right to work in Australia; a National Police Check assessed for relevance to the role; and a current Working with Children Check where required for the duties. A driver's licence is desirable where travel is required. Reasonable adjustments will be considered.



Review and acknowledgement

Role expectations and agreed performance goals will be reviewed through supervision and an annual review with the Executive Officer and current supervisor (TBC). Employment conditions are set out separately in the employment agreement and relevant policies, subject to the Award and National Employment Standards. This PD does not reduce existing employment entitlements.

Employee name _____ Signature _____ Date _____

Executive Officer _____ Signature _____ Date _____