Position Description

wesley mission
driven to do more good

Families Together Caseworker - Nepean/Western Sydney

Family Preservation - Families Together

March 2026

Agreement

Signed–Manager	Signed–Employee
Date	Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "…doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Family Preservation - Families Together

The purpose of Wesley Mission's Families Together is to reduce children and young people's maltreatment by addressing risk factors and strengthening protective factors for children at risk of significant harm. It aims to keep children and young people safe at home, prevent entry into out-of-home care, and reduce long-tern involvement with child protection. Guided by Wesley's Practice Framework, the program delivers home visits, parenting support, therapeutic and cultural services, and collaborative assessments while promoting social advocacy and restoring dignity for families facing systemic injustice. Through empowerment, capacity building, and trauma-informed, culturally responsive practice, Families Together creates sustainable changes and improves outcomes for children, caregivers and communities.

It achieves its purpose by working in partnership with families and children to identify strengths and needs, building intervention, fostering cultural and community connections, empowering family voice and choice, and continuously reflecting on outcomes to ensure children and young people are safe, supported and able to thrive.

Services include comprehensive case management, trauma informed, practical parenting and family interventions, culturally responsive engagement, child-focused advocacy, connection to community resources and ongoing review of safety, wellbeing and positive outcomes for children, young people and their families.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to work alongside families to promote the safety, wellbeing, and development of children and young people by providing flexible, evidence-informed, and culturally responsive support that empowers families to achieve positive and sustainable change. This is achieved through conducting comprehensive assessments, developing collaborative case plans, behavioural change engagement, delivering regular home and community-based visits, facilitating access to relevant services, and ensuring accurate and timely documentation. The role also involves building strong, trust-based relationships with families, advocating for their needs, supporting parental capacity, and working collaboratively with internal teams and external partners to ensure the best possible outcomes for children and young people.

4. Relationships

Reports to:	Team Leader Families Together
Key relationships:	Families and Children, Department of Communities and Justice (DCJ), Local community groups and cultural networks, other government and non-government agencies, Wesley Mission Families Together team members, Wesley Mission Families Together Leadership, Wesley Mission Support Services
Industrial instrument:	Social, Community, Home Care and Disability Services Industry Award (SCHADS Award) or other relevant industrial instrument as applicable to the role

5. Major role responsibilities

As a Caseworker in the Families Together program, you play a pivotal role in supporting families to achieve safety, wellbeing, and positive change for children and young people. The position will operate across the following local government areas:

• Nepean

• Blacktown

• Hawkesbury

The role may also be required to collaborate across other teams or workstreams depending on business needs.

Your responsibilities are grounded in Wesley Mission's principles and evidence-informed practice framework, and span direct client work, collaboration, documentation, and continuous improvement.

- Comprehensive case management, using our evidence informed approaches Foundations for Change (FFC), Safe and Connected (S&C), and other strength-based outcomes assessment tools (including GEM or PEEM) to develop collaborative plans and projects with families, setting clear, achievable goals and regularly reviewing progress.

- Flexible service delivery through tailored support from home visits, community-based engagement, adapting intensity and approach to meet each family's evolving needs.
- Practical Interventions to facilitate access to trauma-informed therapeutic supports, practical parenting programs, and resources that foster safe, nurturing environments.
- Work collaboratively with internal team members and external partners, including DCJ caseworkers where allocated, to coordinate supports, share information appropriately, and progress agreed goals.
- Undertake Mandatory Reporter Guide (MRG) assessments when concerns arise and escalate risk of significant harm in line with legislative and organisational requirements.
- Maintain accurate, respectful, and confidential records in line with Wesley Mission policies, monitor outcomes using data systems, and report risks or incidents promptly.
- Participate in supervision, professional development, and ongoing learning to enhance practice and contribute to service improvement.
- Maintain accurate, respectful, and confidential records in line with Wesley Mission and DCJ requirements, including timely updates in ChildStory Partner Community and infoShare, and report risks, incidents, and exits promptly.
- Actively communicate changes in family engagement, exits, or risk escalation to the Team Leader in a timely manner to support vacancy management and service continuity.
- Upholding Wesley Mission Families Together Principles
  - Powerful Child Participation: Actively seek and respect the voices of children and young people, including them in decision-making and safety planning, and adapting communication to their developmental stage.
  - Culture is Identity and Connection: Recognise and celebrate cultural identity, proactively support cultural connections, and ensure culturally safe practice for Aboriginal, Torres Strait Islander, and CALD families.
  - Empowerment, Voice, and Choice: Empower families to drive their own plans, provide choices, and foster self-determination, always maintaining a strengths-based and transparent approach.
  - Responsive and Healing: Build empathetic, trust-based relationships, respond compassionately to trauma, and facilitate access to healing supports.
  - Strength from Families and Community: Engage extended family and community networks, facilitate connections to community groups, and collaborate with external partners for wraparound support.
  - Growth Through Evidence, Outcomes, and Reflection: Engage in regular reflection, supervision, and professional development. Use data and feedback to monitor outcomes and drive continuous improvement.
- Your role is guided by Wesley Mission's Families Together Principles, Families you work with and Wesley Mission Families Together framework.
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6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.

- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Be a strong ambassador for the Families Together team and Wesley Mission, modelling professionalism and ethical conduct always.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
  - Work in accordance with the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
  - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Consistently places the safety, wellbeing, and voice of children and young people at the centre of all decisions and actions.

- Demonstrates openness, humility, and respect for diverse cultures, actively seeks to understand and celebrate cultural identity and connection.
- Supports and empowers families to make choices, advocates for their rights, and fosters self-determination.
- Works effectively and respectfully within a team with internal and external partners, sharing information and resources to achieve best outcomes.
- Responds to families with empathy, predictability, and sensitivity to trauma, building trust-based relationships.
- Identifies and builds on the strengths, resilience, and resources of families and communities
- Maintains confidentiality, demonstrates honesty and transparency, and upholds Wesley Mission's values and ethical standards.
- Engages in regular reflection, seeks feedback, and participates in supervision and professional development to improve practice
- Takes responsibility for actions, follows through on commitments, and adheres to policies, procedures, and legislative requirements

Essential skills/knowledge

- Strong understanding of child protection principles, risk assessment, and safety planning, with the ability to advocate for the best interests of children and young people.
- Demonstrated ability to deliver culturally responsive practice, including working respectfully with Aboriginal and Torres Strait Islander, CALD, and LGBTQIA+ families.
- Capacity to identify challenges, troubleshoot issues, and implement creative solutions in a dynamic service environment.
- Commitment to ethical practice, confidentiality, and upholding Wesley Mission's values and policies.
- Demonstrated ability to deliver flexible, inclusive, outcomes focused, and culturally responsive services, including experience working with CALD and Aboriginal and Torres Strait Islander families.
- Experience in assessment-based tools, case planning, and outcome measurement tools.
- Strong communication, advocacy, and teamwork skills.
- Willingness to engage in ongoing professional development, supervision, and reflective practice to enhance skills and service quality.
- Ability to engage families at the point of initial contact and build trust-based relationships.
- Current NSW or National driver's licence.
- Working with Children Check and criminal record history check (as this is a child-related position).

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience delivering evidence-based parenting programs or other structured family interventions.

- Knowledge of the local child and family support sector, including community resources and referral pathways.
- Experience working with electronic case management systems and data analytics tools.
- Training in therapeutic modalities, trauma-informed practice, or mental health support.
- Familiarity with relevant legislation, policies, and best practice frameworks in child protection and family support.
- Capacity to contribute to service development, program evaluation, or quality improvement initiatives.

Training and qualifications

- Tertiary qualification(s) in Social Work, Psychology, Counselling, Social Science, or a related field.
- Minimum 2 years' experience working with vulnerable families experiencing complex needs, such as domestic violence, child protection issues, parental drug and alcohol misuse, mental health concerns, and social isolation.
- Current NSW or National driver's licence.
- Working with Children Check and criminal record history check (as this is a child-related position).

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.