

Position Description

Title	Case Worker (Children/Family Health)
Business Unit	Stronger Families, Child Youth & Families
Location	648 High Street Reservoir Victoria 3073
Employment type	Full Time, Maximum Term (until January 2022)
Reports to	Team Leader, PAKT

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Case Worker (Children and Family Health) is a pilot role to support improved health outcomes for children, young people and their parents referred to the Stronger Families program. The role will provide direct support to clients to identify health care needs, navigate access to health services and to develop and review comprehensive health care plans. The Case Worker will work alongside the family case workers and participate in joint assessments, care teams and health related case work activities.

Stronger Families is a placement prevention and reunification service. We work with families referred by Child Protection where children are at risk of first time placement or they have been removed for the first time by Child Protection and can return safely to their parents with our support.

The position contributes to the operational objectives of the work area by having responsibility for a range of functions within the scope of the role.

2. Scope

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Budget: nil

People: nil

3. Relationships

Internal

- DHHS funded family services teams
- Stronger Families partnership staff
- Team Leader, Senior Manager
- Other relevant Uniting services

External

- Community health service providers including general practitioners, health services, community health, hospitals, maternity services, schools, early learning etc.
- Child Protection staff, Department of Health and Human Services (DHHS)

4. Key responsibility areas

Service delivery

- Complete comprehensive health assessments in consultation with allocated Family Case Worker
- Develop health care plans for individual children, young people and their families
- Undertake regular reviews of health care plans in conjunction with the family case worker
- Provide support and health related education to families and individuals
- Support clients to attend new services when this is assessed as appropriate
- Make referrals for a range of health services and advocate for clients as required with a particular focus on access to NDIS
- Participate in collaborative care teams and contribute to goal setting and review
- Provide consultation to case workers to identify and address health concerns and provide information about accessing local area health services
- Liaise with range of services families are involved with (including early learning, child care, maternal and child health, schools, etc.) to provide a holistic approach to improving client health outcomes
- Set priorities and monitor work flow in the areas of responsibility
- Provide expert advice to employees classified at lower levels
- Exercise judgment and initiative where procedures are not clearly defined
- Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee
- Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation
- Develop, plan and supervise the implementation of educational and/or developmental programs for clients
- Additional duties as required

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| Administration | <ul style="list-style-type: none"> • Complete client reports and case notes on the electronic case files • Collect and record relevant client data on service activities and outcomes to contribute to ongoing evaluation • Attend team and partnership meetings, reflective practice sessions and case reviews |
| Quality and risk | <ul style="list-style-type: none"> • Report areas of serious risk to supervisor and work together to mitigate those risks • Participate with case workers who undertake Section 38 consults when protective concerns for children are identified • Undertake activities to support continuous improvement in consultation with the supervisor |
| Program & network development | <ul style="list-style-type: none"> • Participate on the working group to implement and further develop the pilot • Maintain knowledge of health resources and services available in Hume Moreland and North East Metro Melbourne • Empower children and families by assisting them to develop skills and strategies to address their own health issues, including provision of information and assistance in building confidence of parents to access a range of universal and specialist health services |
| Personal accountability | <ul style="list-style-type: none"> • Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant. • Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us. • Ensure appropriate use of resources. • Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour. • Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace. • Identify opportunities to integrate and work collaboratively across teams. • Take reasonable care for your own health and safety, and health and safety of others (to the extent required). • Promote a positive safety culture by contributing to health and safety consultation and communication. • Promptly respond to and report health and safety hazards, incidents and near misses to line management • Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position. |

5. Person specification

Qualifications

- Tertiary qualifications (degree level) in social work and/or health related discipline

Experience

- Significant experience in community services with vulnerable children, young people and their parents
- Strong experience in developing, reviewing and assessing health care plans
- Case worker experience is highly desirable

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- Proven ability to work collaboratively and innovatively with families, staff and services to develop and achieve health goals that facilitate safety and wellbeing for children and young people, including strengthening parents’ understanding of health issues.
- Sound understanding of the health service system for vulnerable children, young people and their parents including Aboriginal families and families from culturally and linguistically diverse backgrounds.
- Knowledge of child and adolescent development, trauma and attachment theories, adult learning styles, family violence, substance use, disadvantage as they impact on vulnerable families.
- Ability to network and to establish effective relationships with other services, especially health/medical services, other community agencies and the Department of Health & Human Services Child Protection.
- Confidence in computer literacy (Word/Excel/Outlook) and ability to utilise client information systems
- Ability to exercise initiative and judgment where practices and direction are not clearly defined.
- Interpersonal skills.
- Ability to work autonomously.
- Ability to establish priorities and monitor work flow in areas of responsibility and accountability.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		