

Position Description

Title	Case Worker, Central Intake Team
Business Unit	Escaping Violence Payments (EVP) Child, Youth & Family Services
Location	130 Lonsdale Street, Melbourne
Employment type	Maximum term – Full Time or Part Time
Reports to	Team Leader, Escaping Violence Payments (EVP)

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 Escaping Violence Payment (EVP) program offers financial assistance and confidential support for people who are leaving or have recently left a violent partner. The program is available to victim survivors, primarily women, who need financial and other support to leave a violent partner and re-establish their lives free from violence.

EVP Case Workers will work as part of a multidisciplinary team of practitioners to offer strength-based, client-centred, wrap-around support and services including intake, assessment and referrals to other programs and services. This role will also work closely with case workers / practitioners from other programs (internal and external) to assess and process applications for the EVP made on behalf of their clients. This role may also provide short-term direct case management support for clients who face multiple and interrelated barriers to leaving and re-establishing their lives.

The Case Worker will form part of a national surge team, providing support and service delivery to consumers nationally in response to client demand and operational needs.

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2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Senior Management
- EVP Case Worker (Virtual Team)
- Internal case workers across various programs
- EVP Program National Coordination team

External

- Case workers and management from UnitingCare Consortium agencies
 - Specialist services/referring agencies and networks
 - Family Violence victim survivors
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4. Key responsibility areas

Service delivery

- Engage with, and respond to, a diverse range of clients.
- Maintain a caseload of clients in consultation with Leadership within Uniting Vic & Tas
- Provide service delivery as part of a National Surge team to support EVP teams across all states and territories as directed in response to consumer demand and operational needs
- Undertake initial screening and intake, conduct risk and needs assessments and safety planning, develop client care plans, deliver wrap-around targeted interventions including consultation with and referrals to other agencies.
- Liaise and consult with referrers and other stakeholders (including the provision of secondary consultation) and maintain strong internal and external stakeholder relationships.
- Support clients to navigate the broader service system.
- Ensure high quality attention to detail in bookings, assessments, case notes and communication internally and externally.
- Assess and process applications for EVP payments from self referred clients and the broader service system according to program guidelines.
- Work collaboratively with the EVP network nationally, including participating in case reviews, supervision and meetings.
- Track the impacts of the items purchased with the package for the people who receive the funds, using a range of data base reporting, linked to the place-based systems across each state and territory.

Administration

- Fulfill a range of administrative tasks associated with payment arrangements and services delivered in accordance with systems linked to each place-based state and territory as applicable, in a timely and efficient manner.
- Maintain accurate and timely records of all payment transactions, contributing to regular monitoring and reporting requirements.
- Report any concerns to Team Leader or Senior Practitioner.

Quality and risk

- Contribute to the review of systems, policies and procedures of the EVP program.
- Maintain confidentiality of information for clients, referrers and other stakeholders.
- Advise line manager promptly of perceived safety risks to clients.
- Advise line manager promptly of any significant issues or hazards for clients, self or other staff.
- Participate in regular supervision, including annual appraisal and performance development to meet organizational and professional quality standards and development goals.

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- Follow procedures, processes and compliance requirements.
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety).
- Report areas of serious risk to team leader as soon as practicable.

Personal accountability

- Comply 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 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Participate in formal supervision and performance development and management in accordance with Uniting requirements.

5. Performance indicators

- Meet agreed performance targets and contractual obligations.

6. Person specification

Qualifications

- Relevant tertiary qualification in Social Work (preferred), community services or related field. Minimum requirement: Diploma in Community Services, or similar.

Experience

- Demonstrated skills and experience in trauma-informed and strength-based practice.
- Capacity to engage clients from diverse backgrounds and establish effective working relationships.
- Working with culturally and linguistically diverse communities including working with interpreters.
- Well-developed time management, planning, administration and organizational skills.
- Understanding and knowledge of community services, for example, child, youth and family, family violence, housing, mental health and alcohol & other drug services.
- Experience working with victim survivors of family violence desirable
- Experience delivering phone-based services would be advantageous.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

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- **Communication Skills:** Excellent communication and interpersonal skills including the ability to engage with clients who have complex needs and / or present for services in times of crisis.
- **Consumer Centeredness:** Foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrate an awareness of and prioritise the needs of consumers; focus on optimal outcomes for consumers.
- **Organisational / Administrative Skills:** Proven ability to meet key performance requirements and manage own workload efficiently including demonstrated administrative experience and the ability to maintain accurate and complete files and other records.
- **Social inclusion and vulnerability:** A thorough understanding of issues relevant to factors impacting on those affected by family violence, mental health, economic hardship, cultural dislocation and any other barriers.
- **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.
- **Cultural Safety:** Demonstrated knowledge of practices to engage and assure the cultural safety of people from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- **Stakeholder Relationships:** Ability to engage, build and maintain strong, mutually beneficial professional relationships with internal and external stakeholders.
- **Teamwork:** Ability to cooperate and work well with others in pursuit of team goals and contribute to the continuous improvement of a positive, collaborative and effective work environment.

7. 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 (and NDIS Worker Screening Check where relevant) 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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date: