

# Position Description



<b>Title</b>	Case Worker, Stronger Families (Parents and Kids Together – PAKT)
<b>Business Unit</b>	Child, Youth and Family
<b>Location</b>	648 High Street, Reservoir
<b>Employment type</b>	Full Time, Ongoing
<b>Reports to</b>	Team Leader, Parents and Kids Together (PAKT)

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## 1. 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

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## 2. Position purpose

PAKT (Parents & Kids Together) is an integrated team that includes the following DHHS funded programs: Stronger Families, Families First, Youth Counselling and Youth Support & Advocacy.

Utilising outreach, the PAKT Case Worker carries a caseload of families, providing case management support, coordination services, overseeing flexible support packages, intake and referral processes for families. The PAKT Case Worker works with families to actively engage parents, children, young people and their families who are difficult to engage, by undertake ongoing holistic assessment and interventions identifying strengths and risks in line with the Best Interests Case Practice Frameworks.

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## 3. Scope

**Budget:** nil

**People:** nil

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## 4. Relationships

### Internal:

- Uniting staff
- Executive Manager, Children, Youth & Family Services

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- Team Leader PAKT
- Senior Managers
- Senior Practitioners

#### External

- Department of Health & Human Services
- Child Protection
- Community Health Services
- Berry Street provides
- Queen Elizabeth Centre
- Melbourne City Mission
- Uniting, ReGen

## 5. Key responsibility areas

### Service Delivery – Case Work

- Manage a caseload of families inclusive of the following service types: Stronger Families and/or Youth counselling families at any one time, individually or co working with colleagues.
- Utilising outreach, actively engage parents, children, young people and their families persisting with young people who are difficult to engage.
- Undertake ongoing holistic assessment and intervention identifying strengths and risks in line with the Best Interests Case Practice Framework and other relevant professional frameworks to achieve best practice outcomes.
- Develop, implement and regularly review identified goals and care and action plans in line with program requirements.
- Participate in and/or coordinate care teams, care reviews and case conferences as required.
- Liaise collaboratively with other professionals involved with the young person and their family.
- Develop collaborative working relationships with Child Protection including reporting any escalating behaviours that may place the child/ young person at unacceptable risk.
- Develop and maintain knowledge of community resources and networks to provide information, referral and advocacy for children, young people and their families.
- Ensure client feedback is sought and responded to according to Uniting policies and procedures.
- Consult with the Senior Practitioner and/or Team Leader in relation to day-to-day operations; report safety and risk issues for staff and clients and implement safety plans and critical incident management plans.
- Provide evidence in court upon subpoena.
- Prepare timely and comprehensive written reports reflecting on parents/carers progress towards addressing protective concerns and meeting minimum standards, an analysis of risk and protective factors, and recommendations to ensure children’s best interests and promote family functioning. (Families First specific).
- Participate in an After Hours on Call service in line with individual family needs when necessary.

### Client Family

- Acknowledge strengths, engender hope, and celebrate success with the family.
- Assess the family’s motivation to change and promote their responsibility for achieving goals using appropriate intervention strategies.

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- Show respect to the family and communicate honestly, especially about child safety and wellbeing concerns and consequences. Develop strategies to address these concerns.
- Set clear, relevant, realistic and achievable goals in conjunction with the family.
- Discuss and demonstrate problem solving, including role modelling and hands-on coaching of parenting skills with client parent/s and their family.
- Develop and teach behavioural strategies to parent/s and their family for containment of anger, frustration and acting out behaviours.
- Advocate for and assist the family to obtain basic materials and services. Provide access to flexible support funding in line with client/family care and action plans.

#### Team Development

- Participate in the development and maintenance of a cohesive and collaborative PAKT team and all partner agencies.
- Attend and participate in regular program and staff meetings, staff presentations and secondary consultation sessions.
- Share knowledge and provide support to colleagues and assist with their casework as required.

#### General

- Work collaboratively to deliver organisation outcomes as agreed.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.

#### Personal accountability

- 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 and reflective practice sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Relevant tertiary qualifications in Social Work or equivalent including Psychology, Family Therapy, Youth or Early Childhood Development.

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#### Experience

- Extensive experience including experience working with children and young people at risk and vulnerable families.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Demonstrated skills and experience in working with disempowered and vulnerable families, including capacity to engage clients and establish effective helping relationships, and work with clients to bring about change. Knowledge and expertise in working with infants aged 0-2 and/or young people aged 10-15 and their families is required.
- Demonstrated experience and an understanding of the issues involved in casework with children, young people and families from culturally and linguistically diverse backgrounds and Aboriginal families.
- Demonstrated experience in undertaking holistic, systemic assessments that identify needs, strengths and risks in families and individuals, and formulating recommendations to address child safety and wellbeing concerns, improved family functioning and parental wellbeing.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including children’s developmental needs, child abuse and neglect, parent skill development, working with diversity, drug and alcohol recovery, the cycle of violence, mental health, crisis planning, strengths based and solution focused approaches, and family and broader systems and other relevant frameworks.
- Maintain awareness of relevant therapeutic and intervention types applicable to vulnerable children and young people.eg. Solution focused and strengths-based approaches, reflective child and family work practices.
- Personal Attributes
- Ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Health and Human Services.
- Excellent written and verbal communication skills, and report writing skills.
- Well-developed administration and organisational skills, including strong computer literacy in Word, Excel, PowerPoint etc.
- Demonstrated ability to meet timelines, targets and other key deliverables.
- Capacity to work flexibly, independently and cooperatively in a dynamic workplace environment.

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## 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.**

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## 8. Acknowledgement

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

### Employee

### Manager

Name:

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Signature:

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Date:

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