

Position Description

Title	Client Support Worker (CareRing)
Business Unit	Community Development
Location	188 McDonalds Rd, Epping
Employment type	Casual
Reports to	Team Leader, Client Support Services (CareRing)

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

From within the broader program area of Community Development, this role offers strength-based, client centred services including intake, assessment, referral to other programs and services as well as direct case management support to vulnerable individuals and households. This position is an over-the-phone service and flexible working locations are provided (office or home based).

CareRing is an Australia-wide program offering wrap-around services and supports to vulnerable consumers referred to the CareRing program through our corporate, government and other partnerships and programs. This role offers short-term case management for those who may have complex issues or vulnerabilities requiring both practical assistance and emotional support in both CareRing and associated programs.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Senior Manager, CareRing & Client Support Services & COVID-19 Case Coordination Program
- Team Leader, CareRing
- Team Leader, Client Support Services (TAAP & NILS)

Client Support Worker (CareRing)

- Senior Practitioner - CareRing

External

- CareRing corporate partners
- External community services agencies, Government departments, regulatory and key industry bodies

4. Key responsibility areas

Service delivery

- Maintain a caseload of clients in consultation with Team Leader and Senior Practitioner
- Undertake initial screening and intake processes and conduct risk and needs assessments
- Liaise with referrers and other stakeholders where needed
- Ensure high quality attention to detail in bookings, case notes and communication internally and externally
- Provide services and refer clients on to crisis services

Administration

- Maintain accurate records using relevant databases
- Respond to administrative tasks in an efficient, timely manner
- Report any concerns to Team Leader, Senior Practitioner or Senior Manager

Quality and risk

- Contribute to the development of systems and processes to maintain accurate records
- Maintain confidentiality of information for clients, referrers and other stakeholders
- Advise line manager promptly of perceived safety risks, or other significant issues or barriers to engagement.
- Conduct work activities with an awareness of potential safety issues and advise line manager promptly of any significant issues or hazards for clients, self or other staff.
- Participate in regular supervision, including an annual appraisal and performance development sessions in order to meet organizational and professional quality standards and development goals.
- High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.

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 (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.

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5. Performance indicators

- Meet agreed performance targets and contractual obligations.
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6. Person specification

Qualifications

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

Experience

Demonstrated skills and experience in working with those who experience barriers to social and financial inclusion, including:

- Capacity to engage clients and establish effective working relationship
- Working with culturally and linguistically diverse communities including working with interpreters
- Experience in a phone-based service such would be advantageous
- Well-developed time management, planning, and organizational skills and capacity to multi-task.
- Understanding and knowledge of community services, for example, child, youth and family, family and interpersonal violence, housing, mental health and addiction support services

Core selection criteria

- **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
 - **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.
 - **Values alignment** - Ability to demonstrate and authentically promote Uniting's values.
 - **Social inclusion and vulnerability** - A thorough understanding of issues relevant to factors impacting on those affected by family violence, mental health vulnerability, economic hardship, cultural dislocation and any other barriers to social inclusion.
 - **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.
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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 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: