

Position Description

Title	Case Support Worker
Business unit	Enhanced Therapeutic Contact Service (ETCS), Southern Melbourne
Location	10 TI Tree Drive, Doveton, and other locations as required
Employment type	Part time (68.4 hours per fortnight) Ongoing
Reports to	Team Leader – Enhanced Therapeutic Contact Service

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. Program information

The Enhanced Therapeutic Contact Service provides supervised contact visits for children in the child protection system who have been removed from their parents’ care due to concerns of abuse and/or neglect. The program works with children and young people aged 0-18 years in the Southern area of Melbourne and is based at Doveton.

The Program aims to support contact as a therapeutic experience for children and may be centre-based or may occur in the community or the home. The aim is to create a safe environment for children’s contact visits; to support parents to develop parenting skills, to build attachment, attunement, and promote child development, and to support families to engage with services in their community. ETCS staff provide role modelling, coaching, parenting education and plan contact experiences to promote agreed therapeutic goals. They also refer families to other services and attend case plan and care team meetings.

The program is delivered across the Bayside Peninsula and Southern Melbourne areas with referrals coming from the Department of Health and Human Services, Child Protection. Goals of contact are developed in order to assist parents to work towards unsupervised contact and/or reunification.

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2. Position purpose

The primary function of this role is to support seamless program service delivery and coordination of contact visits through collaboration and co work with program colleagues and in consultation with the Team Leader. The Case Support Worker will provide transportation for children and their families as required, and supervise and accurately record contact visits for families jointly allocated with program's Social Workers. The Case Support Worker participates in contact planning and goal setting with parents and caregivers, liaises with Child Protection case workers, and contributes to care team and review meetings. The Case Support Worker is responsible for set up and clean up of the site between scheduled family visits and assists in maintenance of program resources.

The position will be required to work flexible hours to meet the needs of the children and their families.

3. Scope

Budget: *nil*

People: *nil*

4. Relationships

Internal

- Team Leaders
- Manager, Home Based Care
- Senior Manager, Family Preservation, Reunification & Home Based Care
- Co-located staff and team colleagues
- Other Uniting staff

External

- Child and adult clients and carers
 - DHHS Child Protection personnel
 - Other professionals
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5. Key responsibility areas

Service delivery

- Supervise contact visits between children and their parents
- Provide transport for children attending contact
- Plan activities and specific goals for contact visits, in collaboration with parents and social workers
- Logistical planning and liaison with placement agencies or caregivers
- Collaborate with social work staff and Team Leader, to develop therapeutic goals and implement therapeutic activities and approaches in contact
- Support families to achieve agreed goals such as improving parenting skills or accessing services in their community
- With support of social work staff and Team Leader, liaise with DHHS Child Protection staff in relation to intake, goal setting and regular goal reviews
- Assist with set up and pack up of site at completion of contact visits as required

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- Work as part of a multi-disciplinary team in the delivery of the service to ensure service delivery best matches the needs of the child and their family
- Work to ensure the child's experience in the program promotes safety, stability and development within a culturally competent approach
- Maintain accurate and up-to-date contact observation records and case notes in a timely manner
- Maintain accurate files, electronic records, and data, compliant with agency standards

Quality and risk

- Participate in initiatives to enhance quality of service delivery, including audits, reflective practice and team development and team planning
- Identify, assess and report risk to children, particularly in a contact setting

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

6. Person specification

Qualifications and requirements

- Minimum Diploma qualification in Community Welfare, Early Childhood Education, or relevant discipline
- Current driver's licence valid in Victoria
- Current First Aid and CPR certification or willingness to obtain

Experience

- Experience in a human service organisation providing support to children and families
- Experience in engaging vulnerable children and families including rapport building, appropriate communication, and maintaining clear boundaries and accountability

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Knowledge:**
 - Some knowledge of Child, Youth and Families Act (2005) and the Best Interest model of case practice
 - An understanding of the impact of trauma, parental mental ill health, parental substance abuse, and family violence on children and their emotional and physical development

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- Demonstrated knowledge of practices to engage with clients from a diverse range of backgrounds, including those from Aboriginal, Torres Strait Islander, CALD or LGBTQI communities
 - Knowledge of children's development (ages and stages)
 - **Skills:**
 - Capacity to engage with vulnerable children and their parents
 - Capacity to work within a child-focused, strengths based approach
 - Ability to identify and assess risk particularly in a contact setting and develop/implement risk management strategies in consultation with Team Leader
 - Demonstrated ability to use discretion with confidential information
 - Excellent verbal and written communication skills: the ability to engage and communicate effectively with a variety of age groups, cultures, and language groups; able to utilise interpreters. The ability to produce clear and concise written observation records and case notes with attention to accuracy and detail.
 - **Personal Attributes:**
 - Verbal ability: Open, honest, articulate and flexible approach to communication. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.
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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.
