

# Position Description



<b>Title</b>	Case Support Worker – Stronger Families
<b>Business unit</b>	Family Preservation & Reunification, Southern Melbourne
<b>Location</b>	55 Webb Street, Narre Warren
<b>Employment type</b>	Full time   Maximum term until 30 June 2021
<b>Reports to</b>	Team Leader – Family Preservation & Reunification

## 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

## 2. Position purpose

Uniting is the lead agency of the Stronger Families program in the Southern Melbourne area (municipalities of Greater Dandenong, Casey and Cardinia) and works in partnership with Berry Street's Take Two, The Queen Elizabeth Centre (QEC), the Victorian Aboriginal Child Care Agency (VACCA) and the Department of Health and Human Services (DHHS).

The program works in a collaborative, care team approach to develop individualised therapeutically focused action plans for children, young people and their families where complex issues are present and Child Protection are actively involved. The program allows for an innovative and creative response to the needs of all family members and active exploration of a wide range of modalities and third party providers is encouraged.

The primary function of this role is to provide support and assistance to Stronger Families case workers and leadership roles. This can include but is not limited to facilitating case coordination, provide transportation for children and their families, supporting case workers at home visits and engaging with children and parents/carers and providing educative resources to parents/carers as required in support of family action plans.

## 3. Scope

**Budget:** nil

**People:** nil

Approved by: Group Manager	Page 1 of 4	Division: South and East Victoria
Date Approved: January 2021	Printed copies of this document are not controlled.	Next Review Date: Annual PDP

# Position Description

## Case Support Worker



---

### 4. Relationships

#### Internal:

- Team Leaders
- Manager, Family Preservation & Reunification
- Senior Manager, Family Preservation, Reunification & Home Based Care
- Co-located staff

#### External:

- Clients
  - DHHS Child Protection Workers
  - Other Professionals
- 

### 5. Key responsibility areas

#### Service delivery

- 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
- Support families in coordination of agreed goals such as accessing services in their community
- Assist case workers and leaders to make specialist appointments for young people and families
- Facilitate, engage and connect with children through play and interaction throughout family meetings, family visits and FGC appointments, as required
- Provide transport/travel training for children and families within the Stronger Families program to attend visits and appointments
- Assist with set up and pack up of Family Group Conferencing (FGC) and family meetings as required
- Maintain accurate files, electronic records, and data, compliant with agency standards where required

#### Quality and risk

- Participate in regular team meetings, reflective practice, professional development and other training
- Participate in relevant service networks, as required
- Comply with relevant Occupational Health and Safety standards
- Raise and report any concerns about Child Safety immediately
- Undertake risk assessments and implementing risk management strategies, in consultation with Team Leader.
- Be accountable for incident reporting processes both internally and with DHHS
- Active participation in supervision sessions.
- Participation in program evaluation requirements.
- Adhere to the agency's mandatory reporting protocol.
- Other projects and duties, as required

#### 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.

Approved by: Group Manager	Page 2 of 4	Division: South and East Victoria
Date Approved: June 2020	Printed copies of this document are not controlled.	Next Review Date: Annual PDP

- 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

- Diploma level or currently studying a qualification Social Work, Youth Work or equivalent discipline
- Current driver's licence valid in Victoria

### 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
- Demonstrated ability to work and contribute effectively within a team setting as well as the capacity to work independently.
- Demonstrated organisational and time management skills
- Proficiency in the use of Microsoft Office suite of computer program

### Core selection criteria

- Some knowledge of the Child Youth and Families Act (2005) and the Best Interests model of case practice
- Proven understanding of the impact of trauma, parental mental health, parental substance use and family violence on children and their emotional and physical development
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Proven knowledge of child development and ages/stages
- Demonstrated capacity to engage with vulnerable children and their parents
- Demonstrated capacity to work within a child-focused, strengths based approach
- Proven 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
- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Personal Attributes:
  - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. 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

# Position Description

## Case Support Worker

---



### 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.**

---

Approved by: Group Manager	Page 4 of 4	Division: South and East Victoria
Date Approved: June 2020	Printed copies of this document are not controlled.	Next Review Date: Annual PDP