

Position Description

Title	Case Worker – Finding Solutions Plus
Business unit	Family Preservation & Reunification, Southern Melbourne
Location	55 Webb Street, Narre Warren
Employment type	Part time (38 hours per fortnight) Ongoing
Reports to	Team Leader – Family Preservation and Reunification

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

Finding Solutions Plus (FSP) program is part of the Family Preservation and Reunification Response (FPRR) program that provides case management support to young people aged 10 – 15 years who are at imminent risk of being placed in out of home care for the first time, to remain at home with their parents or to support their return home to their parents’ care when it is safe to do so.

The Finding Solutions Plus role works closely with FPRR case managers, Alliance members, a Family Group Conferencing Convenor and other members of care teams, using a collaborative and relationship focussed approach. The position supports the development of individualised therapeutically focused action plans with young people and their families where complex issues have been identified and Child Protection have substantiated concerns of child abuse and/or neglect.

The FPRR program provides a coordinated and enhanced service response through dedicated case work and support to children and families for up to 6 months. The Finding Solutions Plus role provides supports to the young person for up to 46 hours of intervention.

Position Description

Case Worker – Finding Solutions Plus

2. Scope

Budget: *nil*

People: *nil*

3. Relationships

Internal

- Team Leader, Family Preservation and Reunification
- Manager, Family Preservation and Reunification
- Team members
- Other Family Preservation and Reunification Team Leaders
- Co-located employees

External

- Clients
 - DHHS Child Protection staff
 - Other professionals
 - Members of the public
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4. Key responsibility areas

Service delivery

- Provide outreach based Best Interests assessments, mediation and a range of supports to young people engaged in the FPRR program and their family to find ways of resolving issues that jeopardise the young person's placement in the family
- Work collaboratively with both young people and their families experiencing complex and sensitive issues, including responding to issues of family conflict, parenting issues and behavioural difficulties
- Implement a range of interventions that strengthen family decision-making and relationships
- Provide information on resources and support services available to assist the young person and their family, including for example, mental health, drug and alcohol, family mediation and education related resources and referrals
- Liaise with schools, other community services as required
- Participate in professionals meetings and care team meetings
- Respond sensitively to young people and families of diverse backgrounds, including culturally diverse backgrounds and young people who identify as Aboriginal or Torres Strait Islander
- Participation in team, program and organisation wide meetings and forums
- Actively support and participate in Family Group Conferencing with client and family
- Be available to work flexible hours, where required to meet client needs

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
- Comply with Uniting policies and procedures and ensure Child Safety at all times
- Raise and report any concerns about Child Safety immediately
- Undertake risk assessments and implementing risk management strategies, in consultation with Team Leader

Position Description

Case Worker – Finding Solutions Plus

- Be accountable for incident reporting processes both internally and with DHHS
- Prepare reports, program documents and maintain accurate and up-to-date case notes
- 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
- 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

5. Person specification

Qualifications and requirements

- Bachelor of Social Work, Youth work or equivalent tertiary qualifications. (Tertiary qualifications at Diploma level or above will only be considered if they include units of study in case management/ casework practice and supervised practical work placements in relevant fields).
- Current driver's licence valid in Victoria

Experience

- Demonstrated awareness and understanding of issues facing young people and marginalised families
- Demonstrated knowledge of family and parenting issues in the context of adolescence
- Proven ability to engage with young people and their families
- Demonstrated ability to carry out complex assessments, prepare reports, and to develop Action Plans with the young person and their family
- Well-developed communication and interpersonal skills, which underpin a confidence to conduct case meetings, make program presentations and promote the programs
- 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
- Demonstrated knowledge of the range of services that can assist young people and their families
- Demonstrated experience working with or for child protection
- Demonstrated experience in mediation
- Demonstrated ability to work and contribute effectively within a team setting as well as the capacity to work independently

Position Description

Case Worker – Finding Solutions Plus

- Demonstrated ability to liaise and engage with a range of services to maximise positive client outcomes
- Demonstrated organisational and time management skills
- Competency in the use of Microsoft Office suite of computer programs

Core selection criteria

- **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.
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6. 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.
