

Position Description



Title:	Case Worker – Newpin
Business unit:	Family Preservation, Reunification and Home Based Care, Southern Melbourne
Location:	10 Ti Tree Drive, Doveton
Employment type:	Full time Ongoing
Reports to:	Team Leader – Newpin and Early Years

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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, trans, gender diverse and intersex (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

Program information

Newpin (New Parent and Infant Network) is an intensive child protection and parent education program that works therapeutically with families with children 0 – 5 years who are under stress to break the cycle of destructive family behaviour and enhance parent-child relationships. Newpin seeks to address these issues through a collaborative approach to working based on the program's core values of Support, Empathy, Equality, Respect and Self-determination. The program seeks to achieve this through:

- Assisting in the prevention of child abuse and neglect
- Supporting parents and children accessing the program to raise their self-esteem and confidence
- Working to improve the mental health of service users who are experiencing depression and loss of identity
- Providing structured opportunities to enable parents to develop their skills and confidence in their role as parents of primary carers
- Breaking the intergenerational cycle of child abuse and neglect.

The work of the Newpin program is underpinned by attachment theory and trauma informed practice and concentrates on the social and emotional development of its members. This is achieved through individual and group work that supports members to not only understand but also live the core values.

Position purpose

The Case Worker is responsible for the provision of a high quality care services to children and their primary carers. The position will provide play and developmental opportunities for children aged 0-5 years and support the development of strong parent-child relationships and interactions, both in the Newpin centre and client homes.

Scope

Budget: *nil*

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People: *nil*

Relationships

- Internal:**
- Team Leader
 - Manager Adoption, Permanent and Home Based Care
 - Child FIRST team
 - Other Uniting staff
- External:**
- Early Childhood networks
 - Relevant CSO networks
 - Department of Health and Human Services, and key partners, community services networks.

Key responsibility areas

- Service delivery**
- Supporting therapeutic play opportunities for parents and their children in line with plans developed by the Play Facilitator
 - Provision of In-home Support to families in line with Family Action Plan.
 - Supporting the provision of developmental play opportunities for children to assist them to meet their developmental milestones
 - Developing behaviour management strategies in consultation with parents supporting their implementation by parents in the centre and at home
 - Assisting in the provision of educational and developmental opportunities within the program and educating parents in this area
 - Working as part of the Newpin team to provide “wrap around” support for members
 - Assisting families to access the centre by coordinating and undertaking the pickup and drop off of members and their children in the Newpin minibus.
 - Other projects and duties, as required
- Team work**
- Develop and maintain effective relationships with key stakeholders including consumers, families, community service organisations, relevant professionals and government officials
 - Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed
 - Understand relevant stakeholder relationship and the importance of these to the organisation.
 - Assist with building and maintaining professional, positive stakeholder relationships
- Communication**
- Strong interpersonal skills, verbal and non-verbal communication skills
 - Build and maintain effective relationships with internal and external stakeholders, and demonstrate ability to engage and influence people.
 - Articulate clearly and influence messages concerning key issues
- Continuous improvement**
- Identify, develop and contribute towards new ideas and initiatives that improve overall service performance, and improved work practices, procedures, to affect change
- Administration and finance**
- Maintain accurate and timely case notes
 - Enter home visiting data into relevant database
- Quality and risk**
- 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

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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.

Person specification

Qualifications

- Essential: Qualification in Early Childhood or Diploma of Community Services
- Current driver’s licence
- First Aid Certificate

Experience and knowledge

- Experience and demonstrated understanding of Early Childhood Development and Child, Youth and Family Welfare
- Demonstrated ability experience in working with children and families, young people who have experienced past trauma
- 2-3 years’ experience in a similar role
- Understanding of quality and standards frameworks
- Sound theoretical knowledge of child development, attachment and trauma and demonstrated capacity to operationalize this knowledge
- Ability to work as part of the team working alongside members to promote learning opportunities and the development of self esteem
- Demonstrated ability to work in a cooperative, flexible and professional manner with children, parents/guardians, and staff
- Demonstrated capacity to identify risks for children
- Ability to monitor safety in the play room and play ground and take appropriate action to address any issues or risks identified
- Demonstrated ability to implement quality standards/systems
- Excellent interpersonal and communication skills both written and verbal, including the ability to work co-operatively, and relate/interact effectively with a range of professionals, members and advocacy groups, and at all levels within and outside of the organisation.
- Demonstrated ability of working within a highly confidential environment;
- Ability to work independently, and as a member of integrated team/s.
- Excellent organisational time management skills, the ability to work under pressure and respond to competing/changing priorities, and adapt easily to change;
- Ability to display initiative provides effective solutions to complex problems, and exercise judgement to make sound decisions;
- Microsoft Office skills, (Word; Excel; PowerPoint; and Outlook).
- Capacity to schedule and provide transport for families, as required.

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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

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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