

# Position Description



<b>Title:</b>	Case Worker – Stronger Families
<b>Business unit:</b>	Family Preservation and Reunification, Southern Melbourne
<b>Location:</b>	55 Webb Street, Narre Warren, and other locations as required
<b>Employment type:</b>	Full time   Maximum term
<b>Reports to:</b>	Team Leader, Family Preservation and Reunification

## 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

## Position purpose

This role 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.

## Scope

**Budget:** *nil*

**People:** *nil*

## Relationships

- |                  |   |
|------------------|---|
| <b>Internal:</b> | <ul style="list-style-type: none"><li>• Team Leader – Family Preservation and Reunification</li><li>• Manager – Family Preservation and Reunification</li><li>• Case Managers, Stronger Families</li></ul>                        |
| <b>External:</b> | <ul style="list-style-type: none"><li>• Department of Health and Human Services Child Protection</li><li>• Representatives from key alliance partners – QEC, Take Two and VACCA</li><li>• Third party service providers</li></ul> |

## Key responsibility areas

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|-------------------------|--|
| <b>Service delivery</b> | <ul style="list-style-type: none"><li>• Engage with families referred to the Stronger Families program and provide case management to address a range of factors impacting on the safety and wellbeing of children and young people.</li></ul> |
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- Undertake therapeutic assessments of children and families, against Maslow's hierarchy of needs, trauma and attachment theory, child development and the Best Interests Case Practice Model and provide regular reports around these assessments to the program, DHHS Child Protection and the Children's Court. This also includes using the Northern Carolina progressive assessment tool.
- Work with families to develop Family Action Plans for addressing the safety, stability and developmental concerns identified by DHHS Child Protection and supporting the family around their own goals.
- Demonstrate assertive outreach to hard-to-engage families.
- Develop and deliver parenting strategies to support the strengthening and stabilising of the family.
- Coordinate monthly care team and professionals meetings to support collaborative work with the family and all service providers and stakeholders.
- Actively seek out the voice of children and young people and advocating for their voice to be heard.
- Participate in Family Group Conferencing.
- Liaise with universal and secondary service providers.
- Broker services appropriate to the family's needs in line with the Family Action Plan.
- Advocate for families to engage in identified services.
- Set priorities and manage time appropriately.
- Participate in the Family Preservation and Reunification team on-call roster.
- Other projects and duties, as required.

### Quality and risk

- Participate in regular supervision with their Team Leader.
- Maintain accurate and up-to-date case notes and data.
- Participate in Family Preservation and Reunification team meetings.
- Participate in team reflective practice.
- Participate in the development of individual Performance Development Plans.
- Ensure the highest quality of service provision through a commitment to organisational values, policy and procedure adherence, and maintenance of positive relationships with key stakeholders.

### 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 and requirements

- A degree in Social Work, Psychology or equivalent
- Driver's License valid in Victoria
- The ability to work flexible hours to meet the needs of children, young people and families

#### Experience and competencies

- Extensive professional experience in the field of child, youth and family services
- Experience working with DHHS Child Protection directly or in a community service setting would be beneficial
- Demonstrated ability as a practitioner and case manager in the child, youth and family welfare field
- Demonstrated experience engaging with families and successfully providing outreach services, sometimes in a difficult or stressful context
- Demonstrated experience working with men
- Demonstrated ability to assess risk for children aged 0-17
- Demonstrated experience in facilitating group work
- A commitment to a family-centred approach and the family strengthening and empowerment models of practice
- Knowledge of child development, trauma and attachment theories
- Demonstrated understanding of the Best Interests Case Practice Model and Children, Youth and Families Act ('CYFA') 2005 and 2015 amendments
- Experience in research, project management/development, and consultation
- Experience in training and development of staff
- Well-developed inter-personal skills, in particular assertiveness, negotiation and ability to manage self and emotions in conflict situations
- Well-developed written and verbal communication skills, with a capacity to communicate effectively and in a timely manner with a range of clients, staff, and other professionals
- Demonstrated planning, organisational and time management skills
- Strong administrative skills, including data management and program reporting
- 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

#### 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.

# Position Description

## Case Worker – Stronger Families



### 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.

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**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 & East Victoria
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