

# Position Description



<b>Job title</b>	Senior Case Worker
<b>Department</b>	Children Services – Family Group Homes
<b>Reports to</b>	Operations Lead
<b>Date prepared/reviewed</b>	January 2020
<b>Location</b>	Various Uniting sites
<b>Position Details</b>	Permanent Full Time/Part Time, Max Term Full Time/Part Time, Casual

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

## Position Objective

Brief summary of position's purpose

The purpose of this position is to provide casework supports to children and young people, support to carers and support workers to enable them to deliver on the Uniting FGH Therapeutic Care Model of Services and individual child care plan outcomes, and contributes to the ongoing service improvement activities.

## Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

**Imaginative** – We challenge convention, explore new possibilities and dare to dream for a better future

**Respectful** – We act with honesty and integrity, and open our hearts to all people without exception

**Compassionate** – We are nurturing, generous and thoughtful in our words and deeds

**Bold** – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

## Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Ensure achievement of case plan goals and outcomes for children and young people through a coordinated, multi-disciplinary case planning and case management process
- Work in collaboration with the Team Leader and Therapeutic Advisor to embed service standards into every day practice in the houses
- Work alongside carers and support workers in the home to model service model standards
- Prepare case notes and child related information for inclusion into assessment and care/safety planning processes
- Accurately maintain client and agency documentation in accordance with agency procedures
- Prepare written reports for internal and external review forums including Court proceedings
- In consultation with the Team Leader and as needed, the Therapeutic Advisor, efficiently and effectively refer children, families and/or carers to other service providers or professional bodies, as appropriate
- Develop and maintain sound working relationships with other stakeholders involved in the provision of support and services to children, young people and their families
- Facilitate contact arrangements with family members and other significant people as outlined in the care plan in collaboration with the Dept. Communities (CPFS)
- In consultation with the Team Leader, provide professional advice to outside agencies, members of the public and stakeholders
- Facilitate and/or attend case meetings where required
- Provide specialist advice and support to carers and support works to enable them to meet service standards and deliver on individual child care plan outcomes
- Contribute to the recruitment, assessment, training, review and ongoing support of carers
- Supervise support workers and actively monitor and assess their professional development to enable them to meet service standards and personal goals
- Monitor respite and support carer arrangements to ensure they meet the needs of carers
- Assist carers and support workers to undertake administrative tasks accurately and in a timely fashion
- All service and client risks are identified and reported to the Team leader in order to develop mitigation strategies
- Carers and Support Workers are assisted to identify and report risks appropriately
- Understand, represent and promote the program and agency, according to Uniting mission, vision and values
- Actively engage in service evaluation processes, monitor service standards and contribute to service improvement activities
- Ensure that safety considerations area priority in all work undertaken by employees and volunteers and all critical incidents to Team Leader
- Exercise duty of care according to agency policy
- Ensure key risks related to service delivery or projects are identified and mitigation strategies implemented
- Ensure that all systems are compliant with legislation and current contracts
- Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

### Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

### Competencies

The knowledge and soft skill requirements necessary for this position.

- Demonstrated skills and knowledge regarding trauma and attachment theory as it relates to the practice of supporting children in care
- Sound assessment and case management skills
- Highly developed written and verbal communication skills including the ability to: prepare reports and other documents: liaise with stakeholders: promote the agency and communicate well with staff, carers, other agencies, children and young people
- Ability to apply evaluation tools and processes in order to contribute to the continuous improvement of the service
- Demonstrated ability to contribute to recruitment, induction and ongoing supervision and training of new staff and carers
- Demonstrated ability to set priorities and to respond to competing demands
- Highly developed team work skills including dealing with conflict and underperforming team members effectively
- Conversant with the functions of the Dept. CPFS and apply the provisions of the Children's Services Act
- Ability to work in ways that are congruent with the values of Uniting and the Uniting Church in Australia
- Computing skills in word processing

### Qualifications

Education, experience and technical skills required for this position.

- Tertiary qualifications in relevant Social Sciences discipline, or substantial progress towards a relevant degree and substantial experience in the industry
- Valid C Class Driver's Licence
- Current National Police Clearance
- Current Provide First Aid Certificate
- Current working with Children Check
- Knowledge of theories and practice relating to child development, the neurobiology of trauma, attachment, child protection and out of home care
- Knowledge and experience in applied child/young people behaviour management
- Knowledge of evaluation and continuous improvement practices
- Knowledge of Human Rights and Equal Opportunities legislation
- Knowledge of the Children's Services Act 2004
- Experience working in the child protection and/or the out of home care sectors.

## Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This role will be required to engage with the following external parties:

- Children/Young people and their families
- Department for Child Protection
- Other External Agencies