



POSITION DESCRIPTION

Position Title	Family Connect and Support Caseworker
Reporting To	PSP Team Leader - Family Connect and Support

PURPOSE OF THE POSITION

Family Connect and Support is a whole of family early intervention service that provides support to children, young people and families who need assistance to address and prevent the escalation of current issues, but whose concerns fall below the threshold of statutory child protection intervention. Family Connect and Support's aim is to work with children, young people and their families to keep them safe and well in their family through active outreach, outbound referrals, short term case planning and co-ordination, and active holding.

The Family Connect and Support Caseworker is required to work as part of a responsive and dedicated team who are responsible for providing comprehensive assessment, proactive outreach, short term case planning and coordination and active holding to achieve outcomes for vulnerable children, young people and their families.

The Caseworker will establish and maintain a good working relationship with local support services that can assist the families that they are working with. The Caseworker will have a sound knowledge of local support services and their referral pathways to ensure that families receive a timely and efficient service.

KEY RESPONSIBILITIES & DUTIES

- Undertake and meet all outbound referral, case coordination and active holding responsibilities in relation to individual children, young people and their families allocated by the PSP Manager – Preservation
- Complete all relevant documents and records for each family within the given time frames and all other paperwork relevant to the role in line with organisational policies and procedures
- Maintain regular, effective and meaningful contact with children, young people and their families
- Ensure that good working relationships are established and maintained with local support services, as well as a sound knowledge of the local support services available to families
- Where applicable ensure that family case plans are completed and reviewed within designated timeframes, and facilitate the attendance of all key stakeholders at relevant meetings including family group conferences and reviews
- Participate in monthly supervision meetings with your Team Leader and complete tasks identified in these meetings
- Undertake and participate in regular evaluations of the service and take part in annual appraisals and team planning days
- Undertake specific task allocated by the PSP Manager – Preservation, relating to promotion of the service and the enhancement of the partnership between the team and key stakeholders

- Contribute to the development and maintenance of a positive, supportive and collaborative team environment including the ongoing learning of all team members through the sharing of ideas and feedback from training
- Understanding of capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO or delegate

KEY PERFORMANCE AREAS

- Case Management
- Data Collection and Reporting
- Records Management
- Stakeholder Engagement and Collaboration
- Continuous Quality Improvement, Risk Management and WHS

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Minimum Certificate IV qualifications in Social Work, Welfare, Community Services or related fields, or willingness to obtain tertiary qualifications in the above fields
- Demonstrated knowledge and understanding of the issues affecting Aboriginal and CALD communities and families and how to work with these families in a culturally safe way
- Demonstrated knowledge and skills to identify and respond effectively to issues impacting families such as domestic and family violence, mental health problems or illness, financial stress and substance abuse
- Ability to assess safety and risk, have difficult conversations, overcome barriers and build trusting working relationships with families
- Experience working within a case coordination model
- Highly developed analytical case work skills
- Demonstrated capacity to work autonomously in developing and managing detailed, effective family case plans for multiple families simultaneously
- Demonstrated ability to be adaptable to changing circumstances and organisational requirements, and contribute to the needs of an expanding organisation
- Proficient computer literacy and the ability to use basic computer programs and all Microsoft Office applications
- Clear Working with Children Check, Working with Vulnerable People Registration and National Police Check
- Current Drivers Licence

Desirable

- *Aboriginality or culturally and linguistically diverse backgrounds desirable

- Demonstrated knowledge of relevant legislation, *Child and Young Persons (Care and Protection) Act 1998* and the Human Services Outcome Framework: Early Intervention (FaCS 2018)
- Demonstrated Knowledge, experience and training in early intervention/family preservation

PERSONAL QUALITIES AND ATTRIBUTES

- Highly developed organisational skills and the ability to manage time effectively and efficiently, including the ability to prioritise competing demands
- High level of interpersonal skills, ability to communicate effectively with demonstrated ability to apply these across a culturally diverse caseload
- Highly developed written and verbal communication skills
- Effective conflict resolutions skills, negotiation, mediation and decision making skills

RELATIONSHIPS

With	Purpose
CEO	The CEO may make day to day requests for support and information from the Family Connect and Support Caseworker.
PSP Executive Officer and Manager	The Caseworker may receive guidance and direction from the PSP Executive Officer and Manager
PSP Team Leader – Family Connect and Support	The relevant PSP Team Leader is the first point of contact for the overall direction of work and will provide support and supervision to the Caseworker.
Managers, Team Leaders and Employees	The Caseworker will interact closely with the Managers, Team Leaders and other employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
Clients	The Caseworker will maintain professional relationships and rapport with clients and their families as well as maintaining boundaries.
External Stakeholders	The Caseworker will develop and maintain strong links with external stakeholders, community organisations and other agencies in the local area including educational institutions, service providers, government bodies and funding bodies.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*