



## POSITION DESCRIPTION

Position Title	Casework Support Worker
Reporting to	Team Leader – Out of Home Care
Liaises with internally	All employees
Liaises with externally	Government and non-government agencies, clients, community.
Purpose of the position	This position assists the Permanency Support Program (PSP) team to achieve the best possible outcomes for Aboriginal children and young people placed in the SCMSAC Permanency Support Program.
Selection Criteria	<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum Certificate IV in Community Services or related fields or a willingness to obtain.</li> <li>• Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families and children specifically in relation to the placement of Aboriginal children and young people in care.</li> <li>• Experience working within a case management model.</li> <li>• Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner.</li> <li>• Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems.</li> <li>• Ability to develop productive working relationships with stakeholders, including funding bodies, peak bodies and other agencies.</li> <li>• Knowledge and understanding of the Children and Young Person (Care and Protection) Act 1998 and the ability to develop an understanding of the NSW Children's Guardian OOHc Standards.</li> <li>• Effective time management skills and capacity to prioritise competing demands.</li> <li>• Excellent communication and interpersonal skills, with the ability to exercise these in a team environment.</li> <li>• Effective conflict resolutions skills and demonstrated ability to have difficult conversations.</li> <li>• Willingness to consent to have probity information entered onto the Residential Care Workers Register.</li> <li>• Working with Children Check, Working with Vulnerable People Registration and National Police Check.</li> <li>• Current Driver's Licence.</li> </ul>

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	<ul style="list-style-type: none"> <li>Being vaccinated against Covid-19 is a requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots or, provide evidence exemption eligibility.</li> </ul> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>Aboriginality*</li> <li>Working knowledge of the local and regional service networks.</li> </ul>
Behaviours Required	<ol style="list-style-type: none"> <li>Innovative and strategic thinking</li> <li>Client focused</li> <li>Solutions driven</li> <li>Honesty and Integrity</li> <li>Self-motivated</li> </ol>
Organisational Values	<ol style="list-style-type: none"> <li>Deliver excellence through quality service provision, collaboration and measuring outcomes.</li> <li>Be passionate, caring and respectful in everything that we do.</li> <li>Be a socially responsible, culturally supportive presence in each of our communities.</li> <li>Be creative and flexible in our responses to community needs, listen and learn so that we can do things better.</li> <li>Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes.</li> <li>Contribute to shared learning through research and partnerships.</li> </ol>
Key Performance Indicators	<p><b>Day to Day / General</b></p> <ul style="list-style-type: none"> <li>Assist PSW's to ensure that case plans are regularly reviewed and facilitate the attendance of all key stakeholders at relevant meetings including case conferences and reviews.</li> <li>Support the completion of all relevant documents and records for each child or young person allocated to you within the given time frames utilising and entered on to: <ul style="list-style-type: none"> <li>F: Drive</li> <li>CDS</li> <li>ChildStory</li> </ul> </li> <li>Undertake and meet all support work responsibilities in relation to individual children and young people allocated by the Manager or Team Leader.</li> <li>Hold a small caseload, when required.</li> <li>Assist PSW's to maintain regular, effective and meaningful contact with children, young people and carers.</li> </ul>

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	<ul style="list-style-type: none"> <li>Facilitate (and supervise when necessary) contact between children and young people placed in care and their siblings, birth families and significant others ensuring that this is always done in accordance with court orders, case plans and reviews.</li> <li>Contribute to The Office of the Children's Guardian accreditation procedures and file audit process.</li> <li>When delegated, support the completion of necessary Court documents by the date set by the Court.</li> <li>Complete case notes for all interactions with CYPs, carers, families and other stakeholders within two days of interaction.</li> <li>Undertake specific task allocated by your Team Leader relating to promotion of the service and the enhancement of the partnership between the team and key stakeholders.</li> <li>Undertake and participate in regular evaluations of the service and take part in annual appraisals and team planning days.</li> <li>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</li> <li>Attend relevant meetings. Be punctual, prepared, and ready to participate.</li> <li>Actively participate in documented support and supervision sessions in line with SCMSAC Policy.</li> <li>Participate in annual performance review.</li> <li>Other duties as reasonably directed by the CEO or delegate.</li> </ul> <p><b>Communication and Collaboration</b></p> <ul style="list-style-type: none"> <li>Maintain client confidentiality.</li> <li>Communicate in a professional and respectful manner.</li> <li>Report matters in line with SCMSAC's Notifiable Events Policy.</li> <li>Participate in decision-making and joint problem solving.</li> <li>Build positive partnerships, both internally and externally.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>Utilise IT Systems and equipment in line with SCMSAC policy and procedure.</li> <li>Collect and analyse data, specific to your role.</li> </ul> <p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>Actively participate in organisational continuous quality improvement initiatives.</li> <li>Actively participate in the implementation of outcomes from program quality audits.</li> </ul>

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	<ul style="list-style-type: none"> <li>Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role.</li> </ul> <p><b>Child Safety</b></p> <ul style="list-style-type: none"> <li>Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure.</li> <li>Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure</li> </ul> <p><b>Workplace Health and Safety</b></p> <ul style="list-style-type: none"> <li>Adhere to WHS obligations as outlined in our WHS Policies/Procedures.</li> <li>Comply with relevant PPE requirements for your role.</li> <li>Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.</li> </ul>

*\*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.*

## Employee Acceptance

I, \_\_\_\_\_, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Date
_____ Name/Role	_____ Signature	_____ Date