



## POSITION DESCRIPTION

Position Title	Family Connect and Support Caseworker
Reporting to	Team Leader – Family Connect and Support
Liases with internally	All employees
Liases with externally	Government and nongovernment agencies, community, clients
Purpose of the position	This position provides comprehensive assessment, proactive outreach, short term case planning and coordination to achieve outcomes for vulnerable children, young people, and their families.
Selection Criteria	<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum Cert IV in Community Services or related fields, or willingness to obtain.</li> <li>• 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.</li> <li>• 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.</li> <li>• Ability to assess safety and risk, have difficult conversations and build trusting working relationships with families.</li> <li>• Experience working within a case coordination model.</li> <li>• Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems.</li> <li>• Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner.</li> <li>• Working knowledge of the local and regional service networks.</li> <li>• Ability to develop productive working relationships with stakeholders, including funding bodies, peak bodies and other agencies.</li> <li>• Effective time management skills, the ability to prioritise and work to strict deadlines.</li> <li>• Effective conflict resolutions skills, negotiation, mediation, and decision-making skills.</li> <li>• Willingness to consent to have probity information entered onto the Residential Care Workers Register.</li> <li>• Current Working with Children Check, Working with Vulnerable People Registration and National Police Check.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Current Drivers Licence.</li> <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 or culturally and linguistically diverse backgrounds desirable.</li> <li>• Demonstrated knowledge of relevant legislation, Child and Young Persons (Care and Protection) Act 1998 and the Human Services Outcome Framework: Early Intervention (FaCS 2018).</li> <li>• Demonstrated knowledge, experience and training in early intervention/family preservation.</li> </ul>
Behaviours Required	<ol style="list-style-type: none"> <li>1 Innovative and strategic thinking</li> <li>2 Client focused</li> <li>3 Solutions driven</li> <li>4 Honesty and Integrity</li> <li>5 Self-motivated</li> </ol>
Organisational Values	<ol style="list-style-type: none"> <li>1 Deliver excellence through quality service provision, collaboration and measuring outcomes.</li> <li>2 Be passionate, caring and respectful in everything that we do.</li> <li>3 Be a socially responsible, culturally supportive presence in each of our communities.</li> <li>4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better.</li> <li>5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes.</li> <li>6 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>• Complete a needs assessment with the family within two weeks of initial contact.</li> <li>• Complete initial case plan within three weeks of allocation for all medium and high needs families.</li> <li>• Make any identified outbound referrals for the family within four weeks of allocation, including relevant follow ups at two and six weeks post referral.</li> <li>• Ensure every family that you work with is offered the opportunity to participate in a pre and post client survey to measure outcomes.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Undertake and participate in regular evaluations of the service and team planning days.</li> <li>• Ensure all reportable data is entered into CDS Database in a timely manner and is ready on time for DEX reporting deadlines.</li> <li>• Contact families as allocated within two business days.</li> <li>• Ensure signed and/or verbal consent is documented on the family file.</li> <li>• Provide feedback to referring agencies regarding the family's progress at initial engagement, major changes, and closure of the family.</li> <li>• Actively participate in community events at least two times per year.</li> <li>• Complete case notes for all interactions with families and other stakeholders within two days of interaction.</li> <li>• Attend relevant meetings. Be punctual, prepared, and ready to participate.</li> <li>• Actively participate in monthly documented support and supervision sessions.</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> <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>

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	<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
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