

Position Description

Title:	Integrated Client Service Worker
Business Unit:	Child, Youth and Families
Location:	126 Raymond Street, Sale
Employment type:	Permanent Full Time
Reports to:	Practice Leader Client Services

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

The Wellington Client Services Team is a community program. Uniting Gippsland has been appointed facilitating partner, working in partnership with Yarram District Health Service and Ramahyuck District Aboriginal Corporation to deliver the program aims.

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The Integrated team's aims are:

- All initial assessments in relation to Children and Families cases, Disability Services, Family Violence Counselling, Homelessness and Home Based Care Voluntary Respite.
- To divert a significant proportion of families currently reported to Child Protection services to community-based services.
- Minimise clients re-reports and the progression of families into the Child Protection system.
- Provide an enhanced Family Support capacity for vulnerable families, including those who may not come into contact with Child Protection services.

The successful applicant will be required to be child centred within the context of the family and work in the best interests of children and youth, creating conditions for social justice and equity.

Scope

Budget: *nil*

People: *nil*

Relationships

Internal:

- Uniting employees / volunteers

External

- Clients
- Other community service providers, as required

Key responsibility areas

- Service delivery**
- All Integrated Team staff are employed as generic Family Service Workers and are required to undertake all functions as directed by the Manager of Client Services and the Practice Leader of Client Services.
 - Participation on duty roster.
 - Working with homelessness, children, youth and their families gathering information to assess risk and develop a Best Interest action plan, which includes prioritization and appropriate service response, case work, group work, crisis response, assertive outreach, active engagement, intensive and long term interventions, mediation and respite, and a capacity to work with resistant families.
 - Inform local communities about what enhances child and youth safety, stability and development within the Best Interest Framework.

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- Work within a cultural diversity framework, ensuring the needs of all community groups and individuals are understood and met in a sensitive way.
- Undertake broad consultation activities with children, youth and their families, services and community members from Wellington catchment that seek to enhance service delivery.
- Assist families and single people to obtain housing and sustain their tenancy.
- Responsibility for the provision of telephone intake and engagement of professional and families via telephone contact and home visits.
- Prepare and collate all records and statistics in accordance with the requirements of law, the Department of Human Services and the Health Service Policies and Procedures.
- Assist in the general administration of Uniting Gippsland, such as working the switchboard at peak times.
- Respect the diverse needs of all community groups and individuals to ensure that their needs are met in an inclusive and sensitive manner.
- Other duties as directed.

Quality and Risk

- Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe.
- Use principles of best practice to provide an innovative and responsive program.
- Maintain current and accurate case notes, records and statistical information.
- Undertake review and evaluation of program and professional practice.
- Participate in agency quality accreditation processes.
- Conform to and apply relevant requirements of the Law within the workplace.
- Report and participate in any investigation of any incident or occurrence that ay constitute a breach of any legal requirement.

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.

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- 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

- Satisfactory police check, Working with Children Check and Victorian Drivers License.
- University qualification in social welfare, psychology, Social Work or related discipline **OR** a minimum Diploma Level relevant qualification with a minimum 5 years direct experience in social welfare or related field and a willingness to commence University studies whilst employed in the role, will be considered.

Experience

- Experience and/or knowledge of the provision of intervention/support to children, youth and their families with multiple and complex needs.
- Demonstrated understanding of relevant risk assessments and need frameworks including Best Interest Framework and Child Development.
- Commitment to collaborative multi-program and agency work practices.
- Cultural awareness and previous experience in working with differences in culture, religion and sexual orientation.
- Demonstrated ability to participate in a multi-skilled learning environment.
- Ability to constructively challenge systematic processes in a professional manner.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values

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- **Communication skills:**
 - a) Well-developed interpersonal skills, including a high level of self-awareness.
 - b) Strong written and verbal communication skills.
 - c) Demonstrated ability to relate positively to a large range of people from diverse backgrounds.
 - d) Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.
 - e) Demonstrated ability to respond to and resolve conflict within the workplace.
- **Administraion skills:**
 - a) Demonstrated ability to use computers efficiently including Microsoft Word and Outlook.
- **Knowledge:**
 - a) Ability to demonstrate understanding of key legislation, policy and reforms relevant to the Child, Youth and Family and Housing sector.

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.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: