

Position Description



Title:	Case Worker – Finding Solutions
Business Unit:	Family Preservation and Reunification, Eastern and Southern Melbourne
Location:	55 Webb Street, Narre Warren
Employment type:	Part time (38 hours per fortnight) Maximum term to August 2020 (parental leave cover)
Reports to:	Team Leader – Finding Solutions and Reconnect

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 Finding Solutions program works with young people referred by Child Protection aged 12-17, and their families. The program provides outreach and a creative service response to young people and their families for up to three months. The intervention will include the use of mediation to support and strengthen the family relationship and reduce the need for out-of-home care.

Scope

Budget: *nil*

People: *Nil*

Relationships

- Internal:**
- Team Leader, Finding Solutions and Reconnect
 - Manager, Family Preservation & Reunification
 - Team members
 - Other Family Preservation & Reunification Team Leaders
 - Co-located employees

- External:**
- Clients
 - Other professionals
 - Members of the public

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Key responsibility areas

Service delivery

- Provide outreach based Best Interests assessments, mediation and a range of supports to young people and their family to find ways of resolving issues that jeopardize the young person's placement in the family.
- Work collaboratively with both young people and their families experiencing complex and sensitive issues, including responding to issues of family conflict, parenting issues and behavioural difficulties.
- Implement a range of interventions that strengthen family decision-making and relationships.
- Provide information on resources and support services available to assist the young person and their family, including for example, mental health, drug and alcohol, family mediation and education related resources and referrals.
- Liaise with schools, other community services and Child Protection, as required.
- Convene and/or participate in professionals meetings and care team meetings.
- Respond sensitively to young people and families of diverse backgrounds, including culturally diverse backgrounds and young people who identify as Aboriginal or Torres Strait Islander.
- Participation in team, program and organization wide meetings and forums.

Quality and risk

- Undertake risk assessments and implementing risk management strategies, in consultation with Team Leader.
- Be accountable for incident reporting processes both internally and with DHHS.
- Prepare reports, program documents and maintain accurate and up-to-date case notes.
- Active participation in supervision sessions.
- Active participation in team meetings and team development sessions.
- Participation in program evaluation requirements.
- Adhere to the agency's mandatory reporting protocol.

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.
- 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

- Bachelor of Social Work, Psychology, Youth work or equivalent tertiary qualifications. Tertiary qualifications at Diploma level or above will only be considered if they include units of study in case management / casework practice **and** either:
 - Supervised practical work placements in relevant fields, or
 - Work experience in relevant fields.
- A driver's license valid in Victoria.

Experience

- Proven ability to respond sensitively to young people of culturally diverse backgrounds including those from the indigenous community.
- Demonstrated knowledge of family violence in the context of adolescent development.
- Demonstrated knowledge of the range of services that can assist young people and their families.
- Demonstrated knowledge of the child protection system.
- Demonstrated experience in family mediation.
- Demonstrated ability to work and contribute effectively within a team setting as well as the capacity to work independently.
- Demonstrated ability to liaise and engage with a range of services to maximize positive client outcomes.
- Demonstrated organizational and time management skills.
- Proficiency in the use of Microsoft Office suite of computer programs and relevant databases.

Technical competencies

- Demonstrated awareness and understanding of issues facing young people and marginalized families
- Demonstrated knowledge of family and parenting issues in the context of adolescence
- Proven ability to engage with young people and their families
- Demonstrated ability to carry out complex assessments and to develop Action Plans with the young person and their family.
- Well-developed communication and interpersonal skills, which underpin a confidence to conduct case meetings, make program presentations and promote the programs

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Personal Attributes:
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organized and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

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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.

Approved by: General Manager Eastern Victoria	Page 4 of 4	Division: Eastern Victoria
Date Approved: November 2017	Printed copies of this document are not controlled.	Next Review Date: TBC