

JOB DESCRIPTION

Recovery Support Service Case Worker

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

Recovery Support Service is a short-term case work program aimed at identifying those impacted by the recent flooding. This will include engaging, triaging and assessing people in short term accommodation to identify and address presenting needs. This will also involve supporting people to build capacity, develop community linkages and access all available service supports.

This role is responsible for managing a caseload of community members who have been flood affected and are in temporary accommodation. This cohort will require a coordinated approach to accessing and engaging services and supports within the local area that address and prevent the escalation of current issues and concerns. RSS caseworkers will provide a tiered approach to support which will include short term case work, case planning, service coordination and active holding.

ROLE KEY ACCOUNTABILITIES

- Deliver and maintain a high standard of support and service delivery to flood-affected community members that is in line with RSS program guidelines and Uniting policy.
- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Actively contribute to a culture that values the voices and participation of individuals and families and encourages them to have a say in decisions that affect them and their future.
- Understand the NNSW district wide service system in a way that benefits all community members accessing RSS.
- Utilise a strengths-based approach where users are encouraged to actively engage in their recovery process.

- Competent in responding to crisis and providing trauma-informed care, with high quality service delivery.
- Participate in and contribute to the development and evaluation of changes and improvements to the program to ensure the delivery of high-quality service to communities.
- Contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Recovery Support Caseworker, your role specifically will:

[Click here to enter text.](#)

- Deliver services that are built on evidence-based frameworks, approaches and models and maintain program fidelity.
- Provide a tiered support response to flood-affected community members that is based on their needs and includes information, advice, assessment, short-term casework, case planning, service coordination and active holding.
- Maintain a caseload of up to 60 people at any point in time.
- Utilise a range of client engagement approaches that are flexible and responsive to need, including cold calling and meeting with community members in recovery centers and other locations.
- Deliver services to community members in line with RSS Program Specifications timeframes and service indicators.
- Provide planning, support, and structure for the safety of community members and take immediate and appropriate action in line with Uniting’s policies, procedures and Government legislation where the safety of a child or young person is at risk
- Work closely and collaboratively with team members and key stakeholders to ensure effective outcomes.
- Coordinate and follow through with referrals, information, and community linkages.
- Maintain up to date knowledge of the local service system and work positively towards building relationships and referral pathways that will benefit community members accessing RSS.
- Maintain appropriate and up to date client records and related administration processes in accordance with Carelink practice and procedures.
- Be available to provide services to community members at flexible times and in locations that are most suitable to their needs.

Key relationships

Who	Why
Internal*	
Head of Region Northern NSW	<ul style="list-style-type: none"> • Advise, receive instructions, and collaborate with as required.
RSS Program Manager	<ul style="list-style-type: none"> • Advise, receive instructions, and Collaborate with as required. • Contribute to program wide planning, implementation and evaluation that drive the RSS in meeting its stated objectives. • Contribute to continuous improvement activities
FCS Team	<ul style="list-style-type: none"> • Work collaboratively with the team to contribute to achieving the program outcomes. • Effective cross team communication that promotes shared practice and skill development.
External	

Who	Why
Community Partners and Service Providers	<ul style="list-style-type: none"> • Develop and maintain relationships with local service providers and stakeholders that support and enhance the work of the RSS. • Represent Uniting across the region in a way that builds upon our existing reputation.

Role Dimensions

Reporting line

- This role reports to the RSS Manager

Direct reports

- None

Essential requirements

- Relevant tertiary qualifications in Social Sciences or equivalent
- A minimum of 3 years' experience working in community
- Demonstrated understanding of child protection issues and the ability to identify and respond in line with legislative requirements
- Demonstrated experience in working with Aboriginal children, young people and their families in a way that is culturally appropriate and responsive
- Demonstrated ability to work with and identify the needs of members of the CALD community and work with interpreters where needed.
- Demonstrated ability to develop case plans that acknowledge and utilise the strengths of the client, their family and the community
- Ability to lead and coordinate short-term case work
- Comply with NSW Working with Children Check and National Police History Check requirements
- Current NSW drivers licence

Even better

- Extensive knowledge of service systems and networks in NNSW region.
- Demonstrated experience working with community members with complex needs

Capabilities for the role

Your Key Capabilities		
Capability	Proficient performance looks like	Highly proficient performance looks like
Quality Dedicated to providing high quality service	<ul style="list-style-type: none"> • Committed to best practice approaches • Actively participate in supervision and reflective professional practice • Responsive to identified safety and risk concerns 	<ul style="list-style-type: none"> • Actively seeks opportunity to adopt best practice approaches and contribute to a learning culture • Develops a network of relevant contacts inside and outside Uniting to support performance and practice • Conducts thorough risk approach and safety plan in timely manner.

Your Key Capabilities

Capability	Proficient performance looks like	Highly proficient performance looks like
	<ul style="list-style-type: none"> Diligent in data management, reporting and maintaining accurate and comprehensive records 	
Communication Communicate Effectively	<ul style="list-style-type: none"> Actively listens to others Engages in transparent communication that supports a culture of shared responsibility and learning 	<ul style="list-style-type: none"> Create opportunities for others to be heard Tailors communication to the audience Writes fluently in a range of styles and formats
Safety Committed to providing and working in a safe and healthy environment	<ul style="list-style-type: none"> Adopts safe practices personally and exercises appropriate self-care Recognises safety and risks concerns and reports on them Considers the care and wellbeing of others, including their emotional, physical and cultural safety Able to think and act appropriately in a crisis, accessing additional support when needed 	<ul style="list-style-type: none"> Models safe practices to others Reinforces the use of safe practices in others Demonstrates commitment to ongoing improvement in safety performance
Self Committed to the purpose of Uniting	<ul style="list-style-type: none"> Motivated by the broader purpose of Uniting Takes personal accountability for work, accepting responsibility for own actions and the consequences Seeks and is receptive to feedback Sets developmental goals and actively participates in continuing self and professional development 	<ul style="list-style-type: none"> Aims to set personal example of excellence Demonstrates high levels of emotional intelligence Aware of the impact of own behaviour Proactively seeks out opportunities for self-development and growth Willing to accept and commit to change Understands and deploys strengths effectively

Your Key Capabilities

Capability	Proficient performance looks like	Highly proficient performance looks like
------------	-----------------------------------	--

Practice Specific Capabilities

Practice specific capabilities focus on reflective practice to ensure quality decisions in complex service delivery situations and promote continuous improvement

Capability	Proficient performance looks like	Highly proficient performance looks like
------------	-----------------------------------	--

	•	•
	•	•
	•	•