

Position:	Senior Caseworker
Division:	Community Services & Housing
Reports to:	Hub Leader / Hub Development Leader

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

YOUR ROLE | Senior Caseworker

As a senior caseworker you will provide specialised and therapeutic casework to women and children who have experienced family or domestic violence through evidence informed group work, support, information and referral. We create an environment that fosters healing and improved outcomes for women and children. As a senior caseworker you will undertake client-focused and trauma informed assessments to identify the needs of individual's immediate support and their ongoing case plan. You will also be responsible to take a facilitator role in group work and attend local network meetings and events to represent BaptistCare.

YOUR TEAM | HopeStreet

BaptistCare HopeStreet delivers high quality short response and longer-term casework services. The team provides client-centred specialised casework and needs assessment through trauma informed principles. The HopeStreet team develop agreed case plans for clients with multiple and complex needs, bringing about outcomes that promote safety, stability and recovery while providing an environment of safety and healing that allows caseworkers to walk alongside our clients and empower them to make healthy choices and realise their strength to increase their independence and thrive into their future.



OUR SHARED VALUES

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

LOVE

- You always try to find a way, you never give up.
- You smile, you know my name and greet me warmly.
- You believe in me. You speak life and allow love to transform my life one step at a time.

RESPECT

- You make me feel welcome, respected and special
- You take the time to understand me and what's important to me.
- You honour my stories and treat me as unique and loved by God.

RELIABILITY

- You build trust by being consistent and reliable.
- You don't stereotype me but instead focus on actions and solutions with me that work.
- You understand what I need and go out of your way to find a way to deliver it.

EMPOWERMENT

- You break down difficult things into simple steps to help me make decisions.
- You believe I have the right to safety and wellbeing, which encourages me to believe it too.
- You invite me to make healthy choices in my life and feel connected to my community.

Position Description

Key responsibilities

Delivery of Casework Services

Casework is client centred, and involves general support and detailed therapeutic case planning based on individual need. Responsibilities include:

- Actively participating in the development, and delivery of the service that will promote cohesion, cooperation, consultation and collaboration across the sector, providing a holistic approach to clients, their families and friends.
- Undertake all elements of casework and advanced assessments in accordance with national standards and competencies and the BaptistCare policies and procedures.
- Ability to perform risk assessments relating to clients as well as child protection safety.
- Utilise strength based and narrative practices in casework with women and children to develop a case plan, monitoring progress of goals, review and measure the outcomes
- Maintains clear and accurate case notes, documentation and records.
- Works within the principles and practice guidelines of the NSW domestic violence justice strategy, child protection and wellbeing legislation and trauma informed care framework
- Participate in opportunities of learning for clients through structured programming of evidence informed groups and activities
- Contribute to the development of the team strategy and vision and participate in implementation
- Establish and meet work priorities
- Building and maintaining key relationships, referral pathways with relevant local services, and facilitate effective access and referrals to and from all other relevant local services
- Developing and maintaining relationships with key service providers to Aboriginal and Torres Strait Islander and Culturally diverse people providing a link with relevant people, programs and organisations

Individual and Team

Individuals are responsible to work within a collaborative and professional manner to create a strong ethical and positive work culture that encourages a foundation of professional learning, development, respect and positivity;

- Develop a professional development plan and be engaged in the review process
- Works independently and as part of a team with minimal supervision
- Contributes to the team's development and goals
- Demonstrate effective work attitudes that motivates cooperation amongst staff, clients and students
- Reflect on professional goals and work practices, actively participating in performance reviews
- Develop a positive working relationship with staff, management, students, stakeholders and women and clients accessing our service
- Demonstrates a clear knowledge and understanding of local key stakeholders
- Ability to liaise and network appropriately and professionally at all levels with relevant agencies
- Complete BaptistCare mandatory training and identify own individual training needs
- Attend appropriate meetings as agreed with the Manager
- Be committed to being up to date with industry standards and best practice through training and attendance at workshops and peak body networks

Position Description

Business Information, Systems and Communications

To meet organisational and legal requirements by:

- Completing reports and maintaining accurate data and statistics on service users as a means of accountability
- Ensuring implementation of all relevant BaptistCare policies and procedures
- Meeting statutory and organisational information requirements
- Assisting in reviewing operational procedures to reflect best practice and provide appropriate feedback.
- Ensuring compliance of relevant codes, industry standards and legal requirements for the program operation and service delivery including privacy and mandatory reporting
- Assisting in reviewing, maintaining and updating relevant program risk assessments and work instructions

Professional Network and Knowledge

To maintain your professional knowledge and industry networking by:

- Developing awareness of relevant government and non-government agencies that enable appropriate access, support, pathways and referrals for clients, and representing BaptistCare in appropriate local networks (as directed)
- Supporting management in relevant stakeholder engagement
- Accepting responsibility for and participating in BaptistCare personal development plan and clinical supervision
- Understanding the impact of complex family, social and care needs and demonstrated ability to refer to and work in consultation with other professionals
- Maintaining an understanding of the gendered nature of domestic & family violence and Trauma Informed Care
- Attending all required professional training opportunities provided by BaptistCare
- Comply with appropriate professional standards and requirements

Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return to Work plans
- Role model appropriate “positive duty” behaviours with regard to Respect@Work

Position Description

Key requirements

Essential qualifications and experience:

- Qualifications in Community Services, Social Work or other relevant fields (Diploma minimum)
- Knowledge and experience in trauma informed practices;
- Demonstrated experience of a minimum of three years in casework, case management or client support and/or assessment;
- Experience in delivering group work or training;
- Experience working with families or individuals who may be experiencing complex needs

Essential competencies:

- Demonstrated experience in casework and/or assessment of marginalised people;
- Demonstrated ability to work with individuals and/or families from diverse cultural and language backgrounds;
- Experience working in a trauma informed framework;
- Strong communication and interpersonal skills;
- Experience in delivering group work and/or training;
- Demonstrate an understanding and appreciation of BaptistCare's Christian identity and promote the organisation's values through interactions at work;
- Willingness and ability to supervise students and interns; setting tasks and activities, providing guidance and program related supervision;
- Current Working with Children's Check;
- Drivers Licence

Desirable qualifications, competencies and experiences:

- Strong computer skills and experience using a client management system

Other important information

Here are some other important items to take note of:

- This position description and your letter of offer outlines the terms and conditions of your employment
- You may be required to perform other duties consistent with the responsibilities of the position description as required by your manager
- You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
- It is a requirement of the role that you undergo a Police Background Check