

## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

**We are part of a movement.**



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

## Position Description

Position Title	Case Worker	Department	Birth Family Advocacy Support Service
Location	Garran, ACT	Direct/Indirect Reports	Up to 10 Volunteers
Reports to	Regional Manager	Date Revised	June 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Team Member	Job Evaluation No:	HRC0070351

### Position Summary

The Birth Family Advocacy Support Service Case Coordinator is responsible for providing information and advocacy support to families engaged with the Service, and supporting a team of volunteers, as well as mentoring & guiding team members. The Birth Family Advocacy Support Service Case Coordinator will also assign referrals to case workers in the team and work closely with the Regional Manager to review case allocation and workflow. This service supports Birth Families with a diverse range of cultural backgrounds where there are children and young people at risk of or who have entered the care system. Elements of the role include direct client support, stakeholder engagement, and volunteer leadership.

### Position Duties

#### Key responsibilities/accountabilities

- Provide information and advocacy support to birth families involved with Child and Youth Protection Services and the Children's Court
- Support birth families in preparing written materials
- Develop and maintain collaborative relationships with relevant stakeholders
- Leadership and management experience (staff and volunteers)
  - The role will require the direct supervision of the support worker role
  - Management of volunteers including interviewing, training workshops (done together with the manager)
  - Managing the volunteers to make phone calls, conduct the surveys to stakeholders and clients, and ensure accurate data collection is taken by the volunteers
  - Ensuring the volunteers checks and registrations are in line with policy and legislative requirements
  - Volunteer recruitment, screening and training and co-conducting interviews
- Casework – the role requires autonomy in casework (with moderate oversight and direction by the manager when specific advice/direction is needed)
  - Caseload will vary depending on the complexity of each matter, whether the matter is in court, whether the client has legal aid or is self-represented, etc
  - Attending court with clients, writing documents such as Affidavits, letters of complaint, assisting with legal aid applications, and attending case conferences
  - Discussing the processes of the system with clients to ensure accurate understanding of clients' involvement with the Child Protection System

- Ensuring that services provided to parties are in accordance with specific industry knowledge relating to Child Protection proceedings.
- Conducting single consultations and intake sessions with clients
- Case management of matters that may involve working directly with clients involved in the criminal justice system or accused of heinous crimes (i.e. grievous bodily harm, murder, sexual assault, sexual assault of minors, etc)
- Facilitation of workshops and presentations of the program to both clients and stakeholders
  - Running court workshops and management of volunteers in attendance
  - Working through the waitlist of clients to ensure that while waiting for case management, they are informed of the court processes involved with the Child Protection System (sometimes this means that they no longer require our Service as they receive the information they need at the court workshop)
  - Answering complex questions by families at the court workshops directly related to casework
  - Training volunteers (alongside the manager) to assist with the facilitation of court workshops
- Ensuring accurate data representation in service reports
  - Assisting the manager in confirming accurate recording of information in the client database and data collation for each reporting month

## Person Requirements

### Key Behavioural and Technical Capabilities

- Personal effectiveness | Solving problems | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- Personal effectiveness | Being culturally competent | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- Team effectiveness | Collaborating | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- Team effectiveness | Communicating | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- Organisational effectiveness | Focussing on clients | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

### Experience/Qualifications

- Relevant tertiary qualifications, or equivalent experience, in Community Services, Social Welfare, or similar

## Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

## Key Job Requirements

### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	Yes
Police check	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	Yes
Evidence of up to date* vaccination against COVID-19	Yes

***A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.***

*\*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*