

# Position Description

<b>Title</b>	Reconnect Case Worker
<b>Business unit</b>	Child, Youth and Family Services
<b>Location</b>	136 Maude Street, Shepparton
<b>Employment type</b>	Part time   Maximum term to 30 June 2026
<b>Reports to</b>	Team Leader, Child Youth and Family Services

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (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

---

## 1. Position Purpose

The Reconnect program uses community-based early intervention services to assist young people aged 12 to 18 years (12 to 21 years for newly arrived youth) who are homeless, or at risk of homelessness, and their families. The Reconnect Case Manager assists young people to stabilise their living situation and improve their level of engagement with family, work, education, training, and their local community

The Reconnect Early intervention program supports an early intervention lens, supporting young people who have been in Australia for less than 5 years, through direct client support and case management; as well as referral to additional specialist support and advocacy where required.

---

## 2. Scope

**Budget:** Nil

**People:** Nil

## Position Description

### Reconnect Case Worker

### 3. Relationships

#### Internal

- Team Leader – Youth Services
- Child, Youth and Family Services Team
- Senior Manager Youth, Parenting & Family
- Group Manager CYF (Northern)
- Other Uniting Staff

#### External

- Department of Education
  - Department of Social Services
  - Centrelink
  - Headspace and Child, Adolescent Mental Health Services (CAMHS)
  - Municipal Youth Services/Youth Homelessness Services
  - DFFH Child Protection (including Community Based Child Protection (CBCP))
  - Other Community organisations
- 

### 4. Key Responsibility Areas

#### Service Delivery

- Hold a caseload of young people aged 12 to 18 years.
- Assist in family reconciliation wherever practicable, between young homeless people or those at risk of homelessness and their family.
- Provide effective case management to young people and their families using a range of interventions including group work, individual and family support, counselling, and mediation.
- Provide an outreach model of case management and group facilitation (e.g. home, schools, shopping centres and other Uniting sites).
- Facilitate prevention / early intervention groups / programs to prevent youth homelessness in collaboration with schools and other services.
- Provide information, referral and advocacy on behalf of young people and their families
- Interface and co-ordinate with the multiple agency service system as necessary.
- Prepare adolescent assessments, develop and implement case plans and identified goals which specify the delivery of services.
- Develop strategies to assist consumers to meet their goals, ensuring regular review, evaluation and exit plans are formulated.
- Maintain up to date case notes and data records for all consumers.
- Develop and maintain knowledge of community resources and networks.
- Participate in program development and agency networks, as determined by and in consultation with Leadership and/or Management, and in accordance with the agency strategic plan and local operational plans. Participate in staff presentations and professional development in line with the strategic and professional development plans.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.

#### People and Teams

- Participate in regular supervision and performance review with line manager in line with agency standards, providing feedback to promote collaborative working relationships.
- Participate in and contribute to staff processes of reflection, review development and planning, both in general and on occasions specifically designed for these purposes.
- Participate in professional development activities related to casework as negotiated with the Senior Practitioner and/or Team Leader which supports individual professional development as well Uniting's strategic and operational plans.
- Promote and maintain a positive, respectful, and enthusiastic work environment, to create a cohesive and collaborative team.

## Position Description

### Reconnect Case Worker

#### 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

---

## 5. Performance Indicators

- To be confirmed in discussion with Team Leader

---

## 6. Person Specification

### Qualifications

- Minimum tertiary qualifications in Social Work, Psychology, Welfare, or related discipline are essential.

### Experience

- Experience in working with newly arrived individuals and communities and an understanding of Culturally and Linguistically Diverse individuals and communities.
- Demonstrated skills and experience in working with disempowered and vulnerable people through a newly arrived CALD lens, including:
  - Capacity to engage clients and establish effective helping relationships.
  - Undertake strength-based assessments, needs analysis, development of intervention plans and work with clients to bring about change, working with culturally and linguistically diverse communities.
  - Understanding of the issues involved in casework with children, young people, and families.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including children's developmental needs, parent skill development, working with diversity, drug and alcohol recovery, the cycle of violence, crisis planning and family and broader systems.

## Position Description

### Reconnect Case Worker

#### Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- The ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Social Security and Department of Family, Fairness and Housing.
- Excellent communication skills (both written and verbal) and the ability to communicate with a diverse range of stakeholders.
- A current drivers licence.
- Intermediate to advanced computer literacy using Microsoft Word, Outlook, Excel and efficient and effective data entry skills.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Excellent time management skills and ability to meet timelines, targets and other key deliverables.
- Ability to be self-reliant, motivated, and accountable in managing multiple tasks and meeting timelines and targets.
- The commitment and ability to work independently and as a member of a team.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

---

#### 7. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.**

---