

Position Description

Title	Case Worker – Reconnect
Business unit	Youth Services Family Preservation & Reunification
Location	55 Webb Street, Narre Warren, Victoria 3805
Employment type	Part time Maximum term
Reports to	Team Leader – Youth Services Family Preservation & Reunification

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

Reconnect is an early intervention outreach program which assists young people and their families to prevent the cycle of homelessness by providing counselling, group work, mediation and practical support. The aim of the program is to improve young people's housing situation and level of connectedness with their whole family as well as engagement with employment, education, training or other activity in their local community. Reconnect services the local government areas of City of Casey and City of Greater Dandenong. Reconnect is part of the Family Preservation and Reunification Program team, located in Melbourne's Southern metropolitan Region.

2. Scope

Budget: *nil*

People: *nil*

3. Relationships

Position Description

Case Worker – Reconnect

Internal

- Team Leader, Family Preservation & Reunification
- 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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4. Key responsibility areas

Service delivery

- Provide case management, outreach, counselling or mediation to young people and their families to support them in sustaining their living situation
- Refer young people and/or their families, and facilitate their access to, appropriate specialist services such as mental health, Centrelink, drug and alcohol, remedial education, family therapy.
- Liaise with and engage government and community services and facilitate their collaboration in the interests of the young person and their family.
- Provide outreach early intervention casework with young people and their families in a culturally appropriate manner
- Ability to work within an Action Research model enabling actions to be reflected upon and reviewed in order to improve service delivery and program outcomes.
- Liaise and collaborate with members of the City of Casey's and City of Greater Dandenong Youth Services Teams.
- Promote the service in schools, other forums and within the City of Casey and City of Greater Dandenong.
- Preparation of reports, program documents and maintenance of accurate and up-to-date case notes.
- Work with highly complex clients and provide critical analysis, assessment and case practice.
- Undertake data collection and regular reporting to Department of Social Services via DEX.

Quality and risk

- Preparation of regular client data and monthly financial reports.
- Preparation of program documents and maintenance of 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.
- Assist with the data reporting requirements (i.e. DEX)
- Support and participate in the Agency's continuous quality improvement process
- Participate in team reflective practice
- Participate in the development of individual Performance Development Plans
- Ensure the highest quality of service provision through a commitment to organisational values, policy and procedure adherence, and maintenance of positive relationships with key stakeholders

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant

Position Description

Case Worker – Reconnect

- 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. Person specification

Qualifications

- Bachelor of Social Work, Psychology, Youth work or equivalent tertiary qualifications. Tertiary qualifications at Diploma level 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

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 awareness and understanding of issues facing young people and marginalized families
- Demonstrated knowledge of family and parenting issues in the context of adolescence
- Demonstrated knowledge of the range of services that can assist young people and their families
- 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
- Demonstrated knowledge of the child protection system
- Demonstrated experience in family mediation
- 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 LGBTIQ+ community
- Demonstrated ability to liaise and engage with a range of services to maximise positive client outcomes

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

Position Description

Case Worker – Reconnect

- **Consumer centeredness:** demonstrates an awareness of and prioritises the needs of consumers; focus on optimal outcomes for consumers.
- **Communication:** well-developed written and verbal communication skills, including the ability to prepare for and conduct meetings and implement agreed actions, open, honest, articulate and flexible approach to communication, 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 cooperative and professional relationships.
- **Conscientious:** 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.
- **Organisational skills:** demonstrated ability to organise tasks effectively and manage time effectively
- **Administrative skills:** Excellent organisational skills; good computer literacy skills including demonstrated experience in Microsoft Office.

Other requirements

- Legal eligibility to work in Australia
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Equal Opportunity, Health and Safety)

6. 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.
