Australian Red Cross
THE POWER OF HUMANITY

POSITION DESCRIPTION

Position Title	Case Worker	Department	Community Programs – Services Unit
Location	Harvey Bay	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	November 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

Reporting to the Team Leader, the **Case Worker** will work across Red Cross Youth Support Service, Youth Housing and Reintegration Service, Community Wellbeing Program and any other like Programs that offer case management support to individuals and/or families experiencing vulnerabilities) in Hervey Bay and Maryborough. Contributing to enabling place-based operational goals, service agreements and work plans, the position will provide direct service delivery support to individuals and/or families and adopt the Red Cross placed-based practice approach which aims to build capacity and resilience of individuals; empower communities to take responsibility for their futures; share with other organisations to increase collaboration; and transform systems and structures to remove barriers.

This position is responsible for adopting a case management approach that is planned, integrated and delivered in a coordinated way. The role will operate from a strengths based and capacity building framework and ensure that standards and principles that promote social inclusion, human rights, participation and client/consumer choice form part of their practice framework. The position will ensure accountability to clients, stakeholder and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of, is in line with organisational standards.

The position may be required to work after hours work on a regular basis as well as some weekend work.

Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

Position Responsibilities

Key Responsibilities – technical

As delegated by line manager deliver case management through the provision of direct services to the client. These services include but not limited to:

Case Management Support

- Provide case management support to people who may be engaged in risk taking behaviours and require supports to engage with family, school and community
- Develop, implement, monitor and review a case plan cooperatively and transparently with each client
- Undertake coordination and network development activities that build the capacity of Specialist Services to strengthen integrated working relationships between providers according to the identified level of client need
- Participate in team and case work meetings to share information with other caseworkers to maintain a consistent approach
- Apply the Red Cross Case Management Practice Standards, including other relevant policies and standards like Workplace Health & Safety, Child Protection etc., at all times
- Maintain accurate records of all clients and ensure that relevant client interactions are documented in case notes as per organisational policy and program requirements
- Contribute to the required program output hours per annum, which requires the role to undertake set number of case management hours per month.
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints
- Operate in accordance with Service Guidelines, Specifications and Requirements including Human Services Quality Framework and ensure that all internal mechanism and processes are undertaken to demonstrate compliance with Guidelines and Standards

Brokerage (where applicable)

- In accordance with Red Cross and funder principles and guidelines, administer Brokerage funds in the context of case management plans and provide for the purchase of services and resources considered essential to achieve client outcomes

Humanitarian Placed Based and General Activities

- Undertake regular analysis of patterns of access for service user and ensure that this is provided to senior management to inform service planning
- In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Engage with communities, as requested, to identify and support development of community-led responses to issues impacting on community members in accordance with Red Cross Strategy 2020 priorities
- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- Actively participate in Practice Supervision and Quality & Practice improvement initiatives

Administration

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Working in collaboration with the line manager, to ensure that the program and activities operates within budget and in accordance with approved Red Cross and relevant accounting standards

- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager
- Actively participate in the Red Cross Performance Review & Development system and engage with line management in the development, implementation and review processes.

■ Position Selection Criteria

Technical Competencies

- Significant experience of working with individuals and/or families with complex needs, including mental health, in a community services' organisation or similar setting.
- Demonstrated knowledge of evidence based case management strategies and principles with proven experience in delivering case management services to people 'at risk' of and/or experiencing vulnerabilities
- Demonstrated experience of administering Brokerage funds in the context of case management plans
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated understanding of reflective practice and continuous improvement
- Demonstrated experience in managing personal and professional boundaries
- Ability to perform all aspects of the role in a humanitarian and client focused way
- Ability to work directly with clients at risk of homelessness who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
- Highly developed verbal and written communication skills
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team
- Sound proficiency in MS Office and client databases.

Qualifications/Licenses

- Degree or associate diploma qualifications in human services field with/or substantial skills, expertise and experience attained through appointments, service and study
- A Working with Children check is a mandatory requirement for this role
- Current and valid Australian drivers license

Desirable

- Applied knowledge of the role of volunteers and how they can add value

Behavioural 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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **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 | Focusing 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.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters