

Position Description

Title	Family Services Case Support Worker
Business unit	Children, Youth & Families
Location	126 Raymond Street, Sale
Employment type	Full time Maximum term until 31 October 2023
Reports to	Team Leader Family Services

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'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

Working with the Family Services Practitioners, this position will provide support to the families who are engaged with the Family Service Program in the Gippsland Wellington Shire through the provision of friendly communication to monitor wellbeing and promote social inclusion.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Uniting staff and volunteers

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External

- Clients and their families / carers
- The Orange Door
- Department of Families Fairness and Housing
- Government Funding Bodies
- Government and Non- Government Organisations

4. Key responsibility areas

Service delivery

- Assist the Family Services Practitioners to support clients who are experiencing vulnerability by providing friendly communication to monitor wellbeing and promote social inclusion
- Build effective relationships to support clients to become self-reliant and access available supports
- Work collaboratively with other Community Service Providers to obtain optimum outcomes for clients
- Support the delivery of Group Work

Stakeholder relationships

- Build and maintain positive relationships with key stakeholders to facilitate a partnership and integrated practice approach to service delivery

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Follow work plans and prioritise key tasks
- Openly share information, participate and contribute to team meetings/discussions
- Value diversity in teams and support team member

Quality and risk

- Carry out all responsibilities in relation to the organisational Quality and Risk Management, Compliance and Workplace, Health and Safety frameworks, policies and procedures
- Assist with and support internal and external audit processes as required
- Attend core and other safety-related training including Induction
- Escalate and provide advice on risks, priorities, accountability and practice matters to the reporting line manager
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

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

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- 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

- Relevant health or community services qualifications are desirable
- Current driver's licence valid in Victoria

Experience

- Relevant health or community services experience is desirable

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
- **Communication:** excellent verbal and written communication skills; strong interpersonal skills including a high level of self-awareness; demonstrated ability to relate positively to a large range of people from diverse backgrounds
- **Organisational skills:** demonstrate the ability to prioritise and organise daily tasks
- **Teamwork:** willingness to be proactive and help others as part of a team; contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Culturally aware:** values diversity in the delivery of support to individuals and families from a diverse range of backgrounds and cultures including those from CALD and Indigenous backgrounds

Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, 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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
