

CASE WORKER POSITION DESCRIPTION

FAMILY SERVICES

ANGLICARE VICTORIA

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Case Worker
Program	Family Services
Hours	Full Time
Hours per week	38
Duration	Ongoing
Location	Positions available in Metropolitan Melbourne and Regional Victoria
Reporting Relationship	This position reports directly to the Team Leader, Family Services
Effective date	July 2020

Overview of program

Anglicare Victoria Family Services programs provide a range of short, medium and high intensity outreach services, capable of delivering flexible supports that respond to families with multiple and complex needs.

The approach to the work with families is trauma informed, collaborative, and flexible to the needs of each family. Services have a focus on:

- Outreach and assertive engagement,
- Timely and responsive service delivery,
- Assessment and family led planning and goal setting; with regular review,
- Child focus family inclusive support in the family home,
- Child safety, stability and development; guided by the Best Interests Principles.

Position Objectives

1.	To provide an effective and high-quality service which enables vulnerable children and young people to remain within their families.
2.	To establish collaborative relationships with key internal and external stakeholders, including Child Protection, promoting a coordinated response to families with multiple and complex needs.
3.	Reduction in the number of families reported to the Department of Health & Human Services, Child Protection program and the number of children and/or young people entering Out of Home Care.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Actively engage children, young people and their families with multiple and complex needs through flexible and responsive outreach visits.
2.	Undertake regular risk and needs assessments; utilising the Best Interest Framework to inform collaborative planning that focusses on the safety, stability and wellbeing of children and young people in their family home.
3.	Work with families to support family led decision making, and collaborative goal setting to meet the needs established in the family case plan.
4.	With the support of the team leader and team, create and deliver effective role modelling activities that are tailored to individuals and families; aligned to the agreed case plan goals.
5.	Make an active commitment to the development and maintenance of a learning environment and cohesive team; through active participation in team meetings, professional development, supervision, case presentations, feedback and reflective practice.
6.	Fulfil program agency, program and/or funding obligations in relation to case load requirements, targets, case recording, data collection and providing the families with flexible service delivery.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	1. Tertiary qualifications, preferably in social work, psychology, or behavioural sciences or equivalent, or less formal qualifications with specialised skills to perform at this level.
	2. Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the Best Interest Principles as outlined within the Children, Youth and Families Act 2005; with a key focus on the identification of risk for the child and/or young person.
	3. Experience in, or knowledge of, working with children and families experiencing multiple and complex challenges, and the application of behavioural and evidence informed interventions (including theories of child attachment, development and abuse).
	4. Demonstrated ability to work in partnership with key stakeholders.
	5. Ability to effectively time manage caseload and documentation requirements whilst demonstrating the ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____