

# Position Description

<b>Title</b>	Case Worker – Children with Complex Disability Support Needs Project
<b>Business unit</b>	Children, Youth and Families
<b>Location</b>	126 Raymond Street, Sale
<b>Employment type</b>	Part time (19 hours per fortnight)   Ongoing
<b>Reports to</b>	Manager Children, Youth and Families (Team 3)

## 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

The Case Worker will support families with children with complex disability support needs who are at risk of requiring care outside of the family home, or where the child resides outside of the family home and return to the home is the case plan objective. The Case Worker will assist in building parental capacity and resilience, while working collaboratively with the National Disability Insurance Scheme (NDIS) to optimise disability supports for both the child and parents.

Key objectives of the support delivered under the program are to:

- Help prevent children with a disability requiring care outside the family home because of their disability complex support needs by building family and parenting capacity
- Help parents navigate the NDIS, advocating for plans that contain parenting and disability supports that will help maintain the sustainability of care or support family reunification, where possible

## 2. Scope

**Budget:** nil

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**People:** nil

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## 3. Relationships

### Internal

- Family Services Team
- Manager and Senior Manager – Child, Youth and Families

### External

- National Disability Insurance Agency (NDIA)
  - Department of Families, Fairness and Housing (DFFH)
  - NDIS-funded disability providers
  - Education providers
  - Health service providers
  - Other Community Services Providers as required
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## 4. Key responsibility areas

### Service delivery

- Support the continuation of the relationship between children and their families when they are in care, and continue to build family capability with the aim of maximising the potential for the child to return home, where appropriate
- Support the return of children to family or into non-residential care arrangements, including providing ongoing support, and continuing to engage periodically to provide additional support as required to prevent return of the child into care
- Build the ongoing capacity of family services practitioners to provide specialist support required for families with children with complex disability support needs through understanding and utilising avenues for secondary consultation and referral
- Build the ongoing capacity of family services practitioners to support families to navigate the NDIS to receive timely access to disability supports
- Build relationships with local disability services, such as Special Disability Schools, to encourage the early identification and early support of families where the complexity of the disability support needs is likely to cause increased family pressure
- Support NDIS participation of children residing voluntarily in residential care, or at risk of requiring care due to complex disability support needs
- Support parents navigate the NDIS, advocating for plans that contain parenting and disability supports that will help maintain the sustainability of care or support family reunification, where possible
- Work collaboratively with DFFH Principal Disability Practice Advisors, the NDIA, NDIS-funded disability providers and education providers to identify and work with families that would benefit from the program
- Work collaboratively with the NDIA, LAC and/or Support Coordinator to ensure plan funding is used flexibly in the plan (within requirements) to secure these supports
- Deliver a range of intervention modes and approaches to enhance parenting capacity, parent-child relationships, and social connectedness
- Ensure interventions are family-centred and build on family strengths and support strategies that allow parents and families to build greater capacity to provide care within the family home, or until alternative care arrangements can be identified
- Participate in a Community of Practice to work through issues, improve processes and determine if advocacy with the NDIA is required
- Undertake services response outside normal business hours as required to support and engage with families

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#### Administration, quality and risk

- Provide monthly summary of the program to the DFFH Principal Disability Practice Advisors
- Undertake therapeutic assessments of children and families, and provide regular reports on these assessments to the program
- Maintain current and accurate case notes, records, and statistical information
- Adhere to reporting, documentation, and business administration requirements, and assist others to follow procedures
- Assist the preparation of data collection and evaluation processes
- 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
- 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

- Relevant tertiary qualification in Social Work, Social Welfare, or other related discipline

#### Experience

- Demonstrated ability as a practitioner and case manager in the disability, child, youth, and family welfare field
- Demonstrated experience engaging with families and successfully providing outreach services, sometimes in a difficult or stressful context
- Demonstrated experience supporting children and young people with complex needs related to their disability and implementing positive behavior support
- Demonstrated experience providing a trauma informed approach with families experiencing shame and grief related to caring for their child with a disability
- Demonstrated ability to assess risk for children aged 0-17 years
- Commitment to a family-centered approach and the family strengthening and empowerment models of practice
- Knowledge of child development, trauma and attachment theories

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- Demonstrated understanding of the Best Interests Case Practice Model and Children, Youth and Families Act ('CYFA') 2005 and 2015 amendments
- Compliance and understanding/familiarity with organisational policies, procedures, and relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

#### 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
- **Community engagement and education:** demonstrated ability to build community acceptance and understanding of people who have been sleeping rough or those who have significant social and mental health issues
- **Participation and inclusion:** proven capability to assist consumers to resolve a variety of complex matters relating to community activities and inclusion goals
- **Consumer centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; and focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** excellent organisational skills; high level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

#### 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

## 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.

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