

CASE SUPPORT WORKER POSITION DESCRIPTION

FAMILY SERVICES

ST LUKE'S REGION

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 Support Worker
Program	Family Services
Classification	SCHADS Award Level 3 (Social Worker Class 1) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38 (negotiable)
Duration	Fixed Term
Fixed term end date	30 th of June 2019
Location	St Luke's region, covering Loddon area
Reporting Relationship	This position reports directly to Team Leader Family Services
Effective date	November 2018

Overview of program

The Anglicare Family Services Program is funded by the Department of Health and Human Services (DHHS) to deliver a range of interventions to vulnerable children, youth and families. Many of these families have long histories of involvement with child protection and require support to improve their safety and wellbeing. Family Services support parents to ensure the social, emotional, educational, health and developmental needs for their children and prevent them from entering the child protection system.

The Family Services program covers the Loddon region (Greater Bendigo, Campaspe, Mount Alexander, Central Goldfields, Loddon and Macedon Ranges local government areas) and consists of a range of programs including Family Services, Rapid Response, Changing Futures and Stronger Families.

The Case Support role provides a range of support activities to families alongside the allocated Family Services Practitioner. These activities will be focused on meeting the objectives of the Child and Family Action plan by assisting vulnerable families by providing practical support aimed to achieve their goals. These activities include transport to appointments, facilitating referrals to support services and helping them access the resources they need.

Position Objectives

1.	Engage with children, young people and families that are currently working with Family Services to promote safety and wellbeing of children
2.	Provide practical support to families to achieve their goals and improve their outcomes.
3.	Work alongside and in conjunction with Family Services Practitioners in their interventions with families.
4.	Support the family's connection with formal and informal supports and services in the community.
5.	Meet case recording, program, policy and legislative requirements.

Key responsibilities

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


1.	Engage and develop relationships with vulnerable families with empathy, flexibility, respect and sensitivity to their personal circumstances.
2.	Provide case work support to families, in consultation with the Family Services Practitioner, aimed at achieving goals in the Family Action Plan.
3.	Provide a range of support activities that families require, such as transport to appointments and provision of material aid.
4.	When required, linking families to the community supports by making referrals to services, application to funding resources and other support activities
5.	Regularly communicate with the Family Services Practitioner and/or Team Leader about the family's progress and any risks that may arise
6.	Fulfil required program and legislative obligations, including case recording and data collection

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. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Hold or undertaking relevant qualification in Social Work, Psychology, Community Development and/or related behavioural science at a degree, diploma or certificate level, or less formal qualifications with specialised skills and experience sufficient to perform at the required level.
	2. An understanding of the complex issues that vulnerable children, young people and families experience that requires them to access support from services.
	3. Resilience to work with and support clients who have been exposed to trauma.
	4. An understanding of the service system for children, young people and families, and ability to make referrals and support people accessing services.
	5. Skills in case recording and data collection.

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 two capability groups; **Personal Qualities and Relationship and Outcomes** (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: _____