

# Position Description

<b>Title</b>	Targeted Care Packages Key Worker
<b>Business unit</b>	High Risk & TCP, Southern Melbourne
<b>Location</b>	Level 1, 51 Princess Highway, Dandenong
<b>Employment type</b>	Full time   Maximum term until 31 December 2024
<b>Reports to</b>	Team Leader, High Risk & Targeted Care Packages

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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

The Key Worker is part of a team responsible for providing case management and support to children and young people who are residing in individualised placement options, across foster care, lead tenant, kinship care, independent living or within the family home. The Key Worker provides creative individualised support that is individually funded to meet the child or young person's needs.

## 2. Scope

**Budget:** nil

**People:** nil

## 3. Relationships

### Internal

- Children, youth and families staff, support and foundation staff

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#### External

- Clients
- Carers
- Families
- Advocates
- Government funding bodies

## 4. Key responsibility areas

### Service delivery

- Provide case management and placement support functions in line with case plans for clients
- Support the caregivers in order to sustain the placement for clients
- Provide support in exploring and accessing housing and community options as appropriate to the client group
- Actively engage families in the decision-making processes, including families who may be unwilling or reluctant to engage with services
- Implement culturally appropriate case management practice
- Advocate and present cases for access to services on behalf of families
- Ensure that each individual placement is provided with necessary supports and interventions to promote long term stability
- Deliver case management services that meet all relevant performance and outcome indicators
- Monitor and record expenditure and case records
- Maintain comprehensive professional case files and client records, including data collection according to program requirements

### Leadership & teamwork

- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
- Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed

### 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:

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- Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation
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## 5. Person specification

### Qualifications

- Essential: Certificate IV in Community Services or related discipline
- Desirable: Relevant tertiary qualification in Social Work, Psychology or related discipline

### Experience

- Minimum of 1 years' experience in a similar role
- An understanding of the inter-generational factors and complex inter-relationships between extended family members that can promote and impede their capacity to collaboratively provide good care of a child/young person

### 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
  - **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
  - **Achieves results:** focused on optimal outcomes for clients
  - **Professionalism:** execute day-to-day activities in a positive, professional and enthusiastic manner
  - **Culturally aware:** value diversity
  - **Client focused:** prioritise needs of clients
  - **Communication:** excellent verbal and written communication skills; articulate clear and persuasive messages about key issues when working with clients
  - **Problem solving:** highly developed analytical and problem solving skills
  - **Emotional intelligence:** high level interpersonal and emotional intelligence skills
  - **Computer literacy:** proficient in the use of Microsoft Office
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## 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.

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