

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Caseworker	Department	Australian Programs
Location	Blacktown	Direct/Indirect Reports	0
Reports to	Team Leader	Date Revised	May 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Team Member	Job Evaluation No:	HRC0068353

Position Summary

The Caseworker is responsible for supporting young people under the supervision of Juvenile Justice in the community who have been assessed as having a medium to high level of offending related risk and need. They may also support young people in their transition to the community from custody. This is achieved through a coordinated service delivery approach with Juvenile Justice and the provision of individualised case co-ordination to access identified community and employment support for a period of 12 weeks.

Position Duties

Key responsibilities/accountabilities

- Using specialist skills, knowledge and networks, provide high quality holistic case management to young people with complex needs and behaviour to enhance resilience and reduce the risk of re-offending.
- Attend and participate in external meetings and case conference reviews at referral, six weeks and twelve weeks.
- Support clients to achieve the goals in their case plans and practical steps are taken to meet their needs during the 12 weeks, document and monitor all progress and change through open communication and supported self-determination
- Support the development of CSP and broader program policies and procedures
- Empower clients to plan and participate in self directed educational, recreational, vocational and/or personal development activities
- Maintain clear and thorough case files and other documentation including case notes, case plans and reviews, risk assessments, legal reports, monthly reports and exit reports, ensuring appropriate maintenance and archiving
- Comply with relevant legislation, Red Cross policies and procedures and program.
- Ensure optimal communication is maintained with the team to ensure a consistent, collaborative congruent, evidence based approach to supporting best outcomes for young people.
- Ensure the safety of oneself and others at all times, including home visiting
- Flexible approach to work hours to ensure client and program needs are met

Key relationships

- Work with clients and Juvenile Justice case worker to create individualised support plans including the assessment of physical, financial, emotional, employment and accommodation needs of the client
- Develop and maintain collaborative relationships with Juvenile Justice, support services relevant organisations including referral pathways to ensure effective support networks for clients.
- Work collaboratively with and provide supervision to volunteers as required, in line with Red Cross policy and procedures.
- Liaise with family and designated others as required and work holistically to support best outcomes for the young person including supporting positive kinship relationships.
- Liaise effectively with partner services, ensuring a positive working relationship is maintained, attending key inter agencies and external meetings as required.
- Advocate for clients in appropriate contexts and with related people and agencies.

Person Requirements

Key Behavioural and Technical Capabilities

- Child focused with an understanding and knowledge of child protection issues and legislation
- Cultural competence including demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities
- Excellent written and verbal communication skills, interpersonal skills, and client motivation skills particularly with young people with challenging behaviours and a history of non-engagement with services
- Ability to maintain professional boundaries and role model healthy relationships
- Strong liaison and networking skills
- Demonstrated astute decision making, problem solving and analytic skills
- Strong organisational and administrative skills, ability to work autonomously, deal with competing priorities and manage time effectively

Experience

- Demonstrated case management experience including developing and monitoring case plans with clients
- Experience, understanding of adolescent development and best practice working with young women and men with complex needs and behaviours and demonstrated sensitivity to the needs and issues facing young people

Qualifications

- Tertiary qualifications or commensurate experience in Social Work, Youth Work, Welfare, Community Development, Early Childhood, Health, Education or related discipline
- Current First Aid Qualification

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*