



metro assist

POSITION DESCRIPTION

Position Title	Family Caseworker
Employment Status	Full Time Fixed Term (35 hours p/week)
SCHCADS Award	SCHCADS Award Level 5
Reporting to	Brighter Futures Team Leader/Inner West Family Team Leader
Directly Supervising	Nil
Work Area	Bankstown , Fairfield and Inner West LGA's
Office location	Condell Park (primary site) and Ashfield (secondary site)
Date Prepared/Updated	5 December 2017

POSITION PURPOSE

The Family Caseworker delivers targeted early intervention services to families with children who are at high risk of entering or escalating within the statutory child protection system. The program services families with children aged less than 9 years, or families expecting a child, by providing intervention and support that will achieve long-term benefits for children. Metro Assist works specifically with families of culturally and linguistically diverse (CALD) backgrounds to provide tailored support through casework, structured home visits, parenting programs and some brokerage. Brighter Futures works with families experiencing vulnerabilities including:

- domestic violence
- drug or alcohol misuse
- parental mental health issues
- lack of parenting skills or inadequate supervision
- parent(s) with significant learning difficulties or intellectual disability.

The Family Caseworker will adhere to guidelines and provide quality services to clients through case management and support, case planning and reporting; assessing the strengths and needs of the child and family, including any risks, planning, coordination of a variety of culturally appropriate supported services to meet the child/ren and family's needs; and monitor and evaluate the effectiveness of the services being delivered to the

child/ren and family.

They will maintain professional development in relation to identified best practices, understanding and apply reporting requirements including Mandatory Reporting and other legislative requirements; being aware of program, policy and service changes.

A function of the Caseworker is to undertake activities to implement the case plans for families including information and advice, support, advocacy, and referrals to relevant agencies or specialist services, and skills development to help families achieve outcomes. They will ensure that all reporting and case files (paper based and electronic) are of the highest quality standard, and data is protected to ensure client's information is private and confidential.

The Caseworker will also support the Inner West Family Team as required.

The Caseworker will deliver services in accordance with organisational policies, procedures and Code of Conduct; relevant legislative frameworks; and in accordance with conditions identified in funding agreements.

KEY CHALLENGES

There are ongoing improvements within the child protection system resulting in practice reforms at the FACS District level. This has resulted in a stronger child-centred understanding and establishing closer working relationships between the FACS and Brighter Futures Lead Agencies. Families are being referred into the Brighter Futures program with increasingly complex needs. Understanding cultural differences is important to successfully engaging families with the program.

CONDITIONS

Employment for this position is subject to a Working with Children and Police check.

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> • Has an enhanced working knowledge of Centre Vision, Mission, Values and the community context. • Detailed working knowledge of other relevant teams and other functions within the organisation. 	<ul style="list-style-type: none"> • Understands and articulates significance of Centre’s Vision and Mission and follow organisational values in day to day work. • Make effective contact across the sites for program information collection and dissemination. • Feedback from client surveys and stakeholders is positive. • Adheres to identified targets in program work plans, funding agreement and KPIs. 	
<p>Practices / Safety / Standards</p>	<ul style="list-style-type: none"> • Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice including: Financial and general accountability. • Adheres to BF program guidelines and recommended work practices. 	<ul style="list-style-type: none"> • Is conversant with organisation’s procedures, Codes of Conduct and relevant legislation and safe work practices. • Participates in risk assessments. • Feedback from clients and stakeholders is positive. • Applies understanding of the organisation’s policies and procedures, code of ethics and safe work practices. • Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs. • Has an appropriate clearance under Working With Children requirements and a National Police Check. 	

Leadership/Teamwork	<ul style="list-style-type: none"> • Assists team leader with the formal leadership and learning of less experienced team members. • Demonstrates to other team members a high level of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements. • Participates in providing solutions to problems associated with specific areas of responsibility including family case conferencing, case reviews, monthly supervision and one on one supervision for successful outcomes. 	<ul style="list-style-type: none"> • Participates in planning and implementing team activities in timely and effective manner. • Provides on-the-job coaching to students and volunteers. • Adheres to timeframes identified in work plans and makes timely responses to team issues. • Feedback from team members and supervisor. • Demonstrates initiative and participates in team problem-solving. • Adopts a collegiate approach to complex cases and work management. • Participate in case conference to contribute to discussion towards collaboration, problem solving, issues and needs addressed towards successful outcomes for the clients. • Advocate effectively on issues impacting children, young people, and families with guidance by team leader. 	
Continuous Improvement	<ul style="list-style-type: none"> • Recommends changes to quality procedures and standards that impact across work areas. • Identifies opportunities for improvement. • Provides a reference point based on years of experience. • Advice and assistance is provided for using 	<ul style="list-style-type: none"> • Contributes to innovative & strategic thinking to the programs to: improve services, resolve any concerns, and for funding and commercial opportunities. • Attends appropriate and relevant training, conferences and forums to provide feedback and attend training within Metro Assist when requested. • Identifies the needs of clients with a 	

	<p>precedent and knowledge of past complex issues.</p>	<p>variety of complex needs and contributes to the development of family and child/ren care plans that include the provision of multiple services.</p> <ul style="list-style-type: none"> • Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant external services. • Participates in service reviews, development and planning functions. • Contributes to discussions around program knowledge, trends and best-practices. • Attends training and professional development and provides feedback to the team. • Adapts readily and positively to changes in procedures, protocols and work systems. 	
<p>Interpersonal Skills and Communication</p>	<ul style="list-style-type: none"> • Deals regularly with correspondence or enquiries from professional firms and senior managers of external centres. Can assist others to resolve conflict. Effectively collaborates with other areas. Uses positive engaging techniques. Has a network of contacts in other work areas. Assists with the preparation of complex management reports. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients. • Contributes relevant information for reporting. • Feedback from internal and external stakeholders is positive. • Client feedback, complaints and retention rates. • Is able to research and collate relevant information and prepare or contribute to 	

		reports (internal and external).	
Experiences/Qualifications/ Professional Development	<ul style="list-style-type: none"> • Relevant diploma/tertiary qualifications, knowledge and experience. Is capable across the full range of competencies required at this level of work. 	<ul style="list-style-type: none"> • Presents and provide certified copies of qualifications and experience as part of the recruitment process. • Participates in professional development opportunities in accordance with Metro Assist P&P guidelines. 	
FUNCTIONAL RESPONSIBILITIES			WEIGHTING
Client Services	<ul style="list-style-type: none"> • Understands a variety of complex client needs. • Undertakes service delivery liaison/ communication with clients in respect to a variety of complex problem resolutions involving multiple service delivery methods. • Suggests alternatives and organises referral through a comprehensive understanding of the range of services offered within Program Guidelines and those offered by the general and specialist communities. 	<ul style="list-style-type: none"> • Maintains capacity within BF program, and ensures that services are respectful, sensitive, appropriate, and response to the needs of culturally diverse clients. • Has a working knowledge of complex clients' needs and developing case plans to achieve outcomes. • Makes appropriate and effective referrals to internal and external services and programs. • Adheres to relevant policies and guidelines relating to clients consent and clients understand their case plan. • Makes appropriate judgement on client intake and eligibility within a cultural and sensitive perspective. • Maintains and records data and feedback 	

		<p>ensuring clients files are up to date and current.</p> <ul style="list-style-type: none"> • Advocates for the needs of clients, particularly in the context of services for culturally and linguistically diverse families and communities. • Feedback from clients and stakeholders is positive. 	
Case work/Case Management	<ul style="list-style-type: none"> • Identifies the needs of clients with a variety of complex needs. • Provides planning support and structure for the safety of children and young people. • Contribute to the development of individual care plans that include the provision of multiple internal/external services. 	<ul style="list-style-type: none"> • Provides casework and case management services to families with complex needs in the BF program in accordance with service provision guidelines. • Immediately takes appropriate action in line with program and Mandatory Reporting guidelines where the safety of the child or young person is at risk. • Is able to establish trust, credibility and rapport with clients. • Discusses case allocation and caseload with BF team leader and executes the role with competence. • Case management protocols, guidelines and follow-up are understood and enacted. • Provides timely reports to case 	

		<p>management processes, data capture and evidence gathering for reporting within BF programs.</p> <ul style="list-style-type: none"> • Ensure that all clients' case notes and information is current and entered into data reporting portals (internal and external) on a regular basis. • Ensures that all reporting and case files (paper based and electronic) are of the highest quality standard, and data is protected to ensure clients' information is private and confidential. • Provides reports, case notes, case studies and any other program relevant information to team leader as requested. • Feedback from clients and stakeholders is positive. 	
<p>Family / Community / External Agencies Relationships</p>	<ul style="list-style-type: none"> • Assists clients and their families to resolve variety of complex matters. Supports clients and their families in the areas of community participation and opportunities. • Assists with building strong working relationships with other agencies and works to extend these links. • Maintains positive relations with local services, 	<ul style="list-style-type: none"> • Facilitates families' engagement with services and social support networks. • Fosters positive working and collegial relations and collaborations with other agencies, funding bodies and external stakeholders. • Conducts and organises activities such as parenting programs, events and forums, that impact on child, family and socially 	

	<p>funding bodies and other stakeholders.</p> <ul style="list-style-type: none"> • Promotes the image of clients and encourages participation and engagement among local families and communities. • Presents a positive image of the organisation in all activities and engagement with stakeholders. 	<p>disadvantaged communities.</p> <ul style="list-style-type: none"> • Participates in relevant interagencies and service networks, and fosters collaborations with local services. • Competently identify, apply, coordinate and complete acquittals for community grants that support the BF program delivery. • Monitors emerging issues among local communities that impact on child and family wellbeing. • Feedback from clients and stakeholders is positive. 	
Cultural Knowledge	<ul style="list-style-type: none"> • Understands issues and barriers facing people of CALD, refugee and Aboriginal backgrounds. Takes steps to ensure that service is provided in a respectful and appropriate manner and takes measures to ensure the service is accessible. 	<ul style="list-style-type: none"> • Is sensitive to the cultural needs of clients and is able to engage bilingual or interpreter support when needed. • Takes steps to ensure that clients understand information and their case plans. • Seeks feedback from clients and stakeholders to inform work practices and service improvement. 	
Compliance/Reporting	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Assists with the implementation of 	<ul style="list-style-type: none"> • Provides timely and accurate reports, case notes and data to BF team leader. • Informs BF team leader of issues as they 	

	<p>new/amended compliance and reporting requirements.</p>	<p>arise and/or during supervision sessions.</p> <ul style="list-style-type: none"> • Is conversant with, and adapts quickly and positively to program and operational changes. • Compliant with the organisation’s data reporting obligations using designated reporting tools, by requested deadlines. • Seeks feedback through staff and client surveys and develops case studies to increase the organisation’s knowledge base. • Understands and adheres to Program Guidelines, relevant legislation, and all Metro Assist policies and procedures. 	
<p>Business Communications</p>	<ul style="list-style-type: none"> • Prepares short reports and accurate case notes. • Liaises and participates in discussions with staff and external agencies at all levels. • Deals with routine correspondence from outside centres. • Acts as minute secretary at meetings. 	<ul style="list-style-type: none"> • Responds in a timely and efficient manner to emails, memos and correspondence. • Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). • Is able to write and maintain minutes of meetings. 	

		<ul style="list-style-type: none"> Feedback from staff and stakeholders is positive. 	
Problem Solving/Innovation	<ul style="list-style-type: none"> Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory. 	<ul style="list-style-type: none"> Engage in planning with staff, Team Leader, and other services to address barriers to client access with the aim of strengthening services. 	
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	<ul style="list-style-type: none"> As and when required by the supervisor/Manager work on specific project/event related to the core functions. Currently, the TEI reforms are under way in NSW Family and Community Services (FACS) policy and program areas which will impact on funded services. The Commissioning Framework from 1 July 2017- 31 June 2020 involves a shift of the current service delivery model to meet the new TEI reforms. 	<ul style="list-style-type: none"> Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget. Metro Assist Staff will be working towards the new framework in collaboration with FACS to design a new service delivery model inclusive of casework. Aligned activities, new outcome and evaluation measures as required within TEI reforms and Service Program agreement. 	

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: Board of Directors/CEO on 23/05/2017

Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my team leader/manager; and

- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____