



metro assist

POSITION DESCRIPTION

Position Title	Family Support Caseworker
Employment Status	Full Time Fixed Term (35 hrs p/wk)
SCHCADS Award	SCHADS Award Level 5
Reporting to	Team Leader/Family and Financial inclusion Services Manager
Directly Supervising	Nil
Work Area	Leichhardt, Marrickville, Burwood, Ashfield, Strathfield, Canterbury LGAs; and the suburb of Glebe
Office location	Campsie (primary site) including home/offsite visitation
Date Prepared/Updated	October 2024
Conditions	Position is subject to a Working With Children Check and a National Police Check

Position Summary

The Family Support Caseworker will adhere to child protection guidelines and provide quality person-centred approaches to clients through case management and support, assessing the strengths and needs of the child and family, including any risks, planning, and coordination of a variety of appropriate supported services and referrals. They will aim to meet the individual child's needs while monitoring and evaluating the effectiveness of the services being delivered. A holistic approach is to be taken in providing a supportive role when assisting parents, children, or young person in improving their parenting skills and creating a safer environment for their children.

A function of the role is also to undertake activities to implement case plans for client and families including information and advice, support, advocacy, and referrals to relevant agencies or specialist services, and skills development to help the client and family achieve outcomes. The role is also responsible for building cohesion, inclusion and wellbeing across all communities and empowering CALD, LGBTQIA+ diverse communities and Aboriginal and Torres Strait Islander peoples.

The Caseworker will maintain professional development in relation to identified best practices, understanding and apply reporting requirements including Mandatory Reporting and other legislative requirements. They will also ensure that all reporting and case files (paper based and electronic) are of the highest standard, and data is protected to ensure client's information is private and confidential.

The role of the Family Support Caseworker is to:

- Build relationships within practice and legislative frameworks to create change in families and keep children and young people safe
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services for children, young people and families
- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based
- Model ethical and curious casework that is responsive to the changing needs of children, young people and families
- Share decision making with family and key stakeholders about children and young people to ensure that there is an appropriate balance between the risks, safety and wellbeing
- Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs
- Using child focused strengths based models in casework to improve outcomes
- Improve the understanding of challenges that childhood and child development bring for the family
- Provide information, referral, and advocacy to support families to receive appropriate services.
- Undertake intake, assessments, establish achievable goal plans with families and risk assessments
- Support families to improve their communication and confidence in the community
- Educate families on the range of services they can access and improve their independence

Caseworkers 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 RESPONSIBILITY AREAS

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, Mission and Values. - Making effective referrals to others areas and programs. - Feedback from client surveys and stakeholders. - Adheres to identified targets in program workplans, funding agreement and KPI’s 	
<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 TEI program guidelines and recommended work practices by DCJ. • Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. • Ensures the security and protection of information assets under the custody. 	<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. - 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. 	

		<ul style="list-style-type: none"> - Attendance to security awareness training and prompt follow up on ISM improvement instructions. - Reports and responds to any suspected or actual security breaches. 	
Leadership/Teamwork	<ul style="list-style-type: none"> • Assists Team leader or the FFISM with the formal leadership and learning of less experienced team members. • Assists in prioritising the team's work. • 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. • Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff. • Participates in providing solutions to problems associated with specific areas of responsibility. 	<ul style="list-style-type: none"> - Participates in planning and implementing team activities in timely and effective manner. - Provides on-the-job coaching to staff, students and volunteers. - Adheres to timeframes identified in workplans 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 family case conference to contribute to discussion towards collaboration, problem solving, issues and needs addressed towards successful outcomes for the clients. 	

<p>Continuous Improvement</p>	<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 precedent and knowledge of past complex issues. 	<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 conference and provides feedback to the Team. - Seeks feedback from staff and stakeholders. - Adapts readily to changes in procedures, protocols and work systems. - Contributes to service reviews, development and planning functions. 	
<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. - Is able to research and collate relevant information and prepare or contribute to reports (internal and external). - Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients. 	

		<ul style="list-style-type: none"> - Contributes relevant information for reporting. - Feedback from internal and external stakeholders. - Client feedback, complaints and retention rates. 	
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> • Qualification in social work, social sciences or related discipline or equivalent knowledge and experience at level of very skilled team member. 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 to Metro 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. • Confidently provide alternatives and organises referral through a comprehensive understanding of the range of services offered within the Centre and those offered by the general and specialist communities. • Share decision making with family and key stakeholders about children and young people to ensure that there is an appropriate balance between the risks, safety and wellbeing 	<ul style="list-style-type: none"> - Ensures that the service is accessible, safe and friendly and appropriate referrals are made. - Delivers information and available resources to groups in various settings (schools, community centres etc) as directed by Team leader or FFIM. - Use a child focused strengths based models in casework to improve outcomes - Has a working knowledge of complex clients needs and developing case plans with the client. 	

	<ul style="list-style-type: none"> • Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs 	<ul style="list-style-type: none"> - 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 sensitivity perspective. - Maintains and records data and feedback ensuring clients files are up to date and current. - Feedback from clients and stakeholders. - Adheres to identified targets in program workplans, funding agreement and KPI's 	
<p>Case work/Case Management</p>	<ul style="list-style-type: none"> • Identifies the needs of clients with a variety of complex needs and contribute to the development of individual care plans that include the provision of multiple internal/external services. • May oversee the implementation of care plans. 	<ul style="list-style-type: none"> - Is able to establish trust, credibility and rapport with clients through a therapeutic model. - Discusses case allocation and caseload with Team Leader or Family Financial Inclusion Services Manager (FFISM)and executes the role with competence. - Case management protocols, guidelines and follow-up are understood and enacted. - Provides timely reports to case management processes. - Ensure that all client's case notes and information is current and entered into CDS reporting. - Feedback from clients and stakeholders. 	

<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 and build establishing client referrals into the program. 	<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. - Build positive relationship with external stakeholders to establish links for current clients and referral pathways for new clients to participate within the TEI program. - Feedback from clients and stakeholders. 	
<p>Community Development/Capacity Building/</p>	<ul style="list-style-type: none"> • Undertakes a variety of complex practical tasks requiring an understanding of theory relevant to local early intervention & prevention / community development/capacity building. • Develops groups in assigned area and is a point of reference for less experienced staff. 	<ul style="list-style-type: none"> - Is conversant with, and able to apply principles relating to community development and capacity building. - Contributes to the organisation's body of knowledge relating to their program and practices. - Executes the establishment of support groups. - Feedback from clients and stakeholders. - Participates in relevant interagencies and services networks, and fosters collaborations with local services. - Supports other team events and activities. 	

		<ul style="list-style-type: none"> - Monitors emerging issues among local communities that impact on child and family wellbeing. - Maintains and records data and feedback from community engagement. 	
Stakeholder relations	<ul style="list-style-type: none"> • Maintains positive relations with local services, interagency and other stakeholders. • 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. 	<ul style="list-style-type: none"> - Works collegially and collaboratively with other services and agencies, and participates in relevant service networks. - Facilitates clients' engagement with other agencies and support services. - Adopts a strengths-based approach when working with families and groups and promotes achievements. - Promotes the organisation's and program's achievements through available means. 	
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. 	

<p>Compliance/Reports</p>	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Assists with the implementation of new/amended compliance and reporting requirements. 	<ul style="list-style-type: none"> - Provides timely and accurate reports, case notes and data to Team Leader or FFISM. - Informs Team Leader or FFISM and colleagues of issues as they arise and/or during supervision sessions. - Maintain and update all internal and external (DCJ) online reporting tools that fall in line with the Brighter Futures and TEI program. - Ensure that all reporting and case files (paper based and electronic) are of the highest quality standard, case notes are thorough and entered into data reporting portals regularly, and data is protected to ensure client's information is confidential. - Ensure that all data reports and KPI's are achieved. - Is conversant with, and adapts quickly to program and operational changes. - Participate in the organisation's data reporting obligations using designated reporting tools. - Seeks feedback through staff and client surveys and develops case studies to 	
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		<p>increase the organisation's knowledge base.</p> <ul style="list-style-type: none"> - Understands and adheres to relevant legislation (WHS, child protection/ DV legislations) and adheres to organisational policies and code of behaviour. 	
Business Communications	<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, 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. - Feedback from staff and stakeholders. 	
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 or FFISM 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 [Executive Officer/Manager/Team Leader]	<ul style="list-style-type: none"> • As and when required by the Team Leader or FFISM to work on specific projects/events related to the core functions of the program. 	<ul style="list-style-type: none"> - Satisfactory completion of tasks/role within defined scope, specification, time frames and budget. 	

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: CEO March 2024

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____
