

Social Worker

Position Information

Position:	Social Worker
Hours of Work:	Casual
Reporting To:	Principal Solicitor
Review Date:	Annually, or as required

Overview & Purpose of Position

As a Social Worker of the Cairns Community Legal Centre Inc, you are engaged to work effectively and co-operatively with all of the Centre's workers to further the goals of the Centre and meet the needs of its clients, and across all of its service programs.

This includes:

- Initiating and providing community education and information sessions, including via various established outreach and other locations
- Undertaking client needs and risk assessment
- Provision of information and referrals, including connecting clients to specialist financial counselling, advice and other services
- Providing direct client services and social work intervention; including case management, individual advocacy and support including short term counseling, court support and individual client advocacy
- Service development and other work functions/activities as required from time to time; including awareness raising, networking and promotional work

with these activities provided within a multi disciplinary framework, for the benefit of seniors experiencing or at risk of experiencing elder abuse or financial exploitation; and the Centre's other clients where that is required.

Qualifications and Prerequisites

Bachelor of Social Work Degree, Master of Social Work (qualifying) or other qualification recognized by the AASW as comparable to an AASW approved social work qualification, with relevant experience.

Class C driver's licence, and ability to travel as required.

Essential Knowledge, Skills and Abilities

Working under supervision and general direction from the Centre's senior employees, you are required to undertake a range of duties and work functions/activities requiring you to:

- have knowledge of organisational programs, policies and activities
- have knowledge of the role of the organisation, its structure and services
- undertake a range of functions within the organization requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals
- adhere to established work practices, although you may be required to exercise appropriate initiative and judgment where practices or direction are not clearly defined
- set priorities and monitor work flow in your area of work
- plan and organize your work, as well as of administration and volunteer workers as required
- carry out and be responsible for implementing moderately complex projects and/or functions
- undertake publicity assignments of limited scope and complexity, as required.
- provide reports on progress of activities as required.

- exercise a high level of written and oral communication and interpersonal skills
- otherwise undertake duties and exercise knowledge, skills and experience characteristic of an employee at your level as required.

Duties of the Position

Direct Client Services

1. To be responsible for the provision of information, referrals and ongoing casework and support services for clients, including:
 - a. undertaking client intake and needs assessment
 - b. provision of information and referrals that ensure that clients are provided with a holistic service, including to establish and maintain an up to date knowledge of key referral points relevant to seniors, in particular those experiencing or at risk of experiencing abuse and exploitation; and to identify key referral needs of clients, and actively link seniors to specific referral points to address identified needs
 - c. attending appointments including via clinics at the Centre, outreach locations, home visits and other safe locations as required
 - d. preparing, developing and implementing client support plans which seek to address identified client need
 - e. provision of short term counseling, including to work flexibly with a variety of modalities appropriate to counselling seniors as their individual needs and learning styles dictate
 - f. undertaking advocacy work for clients including but not limited to liaison and negotiation with government agencies and non-government service providers and other stakeholders
 - g. preparation and completion of forms, applications and other documents
 - h. preparation and maintenance of appropriate and accurate records of client work, including case management plans and assessments as appropriate
 - i. carrying out other social work assistance as required in order to meet identified client needs

and that aims to improve the safety and well being of seniors experiencing or at risk of experiencing abuse and/or exploitation, and other clients of the Centre where that is required.

Community education, awareness raising, promotional work, networking, service development and related activities

2. To identify, initiate, prepare and develop community education, awareness raising, publicity, promotional and related resources and materials, including:
 - a. powerpoint presentations
 - b. handouts
 - c. fact sheets
 - d. articles
 - e. editorials; and
 - f. other resources and materials as required.
3. To identify, initiate, organize, provide and deliver community education, awareness raising, publicity, promotional and related activities, including:
 - a. talks, presentations, workshops and other group activities
 - b. radio sessions
 - c. stalls
 - d. meetings; and
 - e. other activities as required

via face to face, online or other mechanisms.

4. To establish, maintain, develop and strengthen the Centre's professional and organizational networks and relationships, including through:
 - a. attendance and active participation at regular professional and other networks
 - b. attendance and active participation at ad hoc networks and events
 - c. working co-operatively with other organisations to provide effective services and improve service responses for the benefit of seniors.

5. To assist to maintain and develop client, professional and other resources for use in the organization as required.
6. To carry out and be responsible for moderately complex projects that aim to achieve the Centre's goals as required, including to carry out designated work required to effect the Centre's operational or other organisational plans, and otherwise be involved in and contribute to achieving the aims of the Centre as required.

Meetings, Training & Development

7. To attend and participate in regular meetings with Centre team members including:
 - a. staff meetings
 - b. professional staff meetings; and
 - c. other meetings as required.
8. To attend and participate in regular supervision meetings (internally and externally), and professional development and training as required.
9. To train and/or supervise other staff and/or volunteers as required.

Reporting & Other General Duties

10. Timely and regular reporting including:
 - a. daily completion of time recording spread sheet
 - b. completion of client needs assessment and outcomes report
 - c. preparation and obtaining of client consents for case studies
 - d. completion of community education milestone report
 - e. completion of monthly service report
 - f. reporting back from networking and other activities, including in relation to the organisation's involvement and contributions in relation to those activities; and
 - g. other reporting as required.
11. Assist with the collection of statistical and other service information as required, by ensuring that all core datas are completed and submitted in a timely manner and otherwise in accordance with Centre requirements.
12. To undertake various other administrative tasks relevant to the position including computing, word processing/typing, filing, and photocopying.
13. Research.
14. To share internal housekeeping chores.
15. To comply with the policies, procedures and guidelines of the Centre, and as they may exist from time to time.
16. To undertake other duties as directed from time to time.