

POSITION DESCRIPTION

Caseworker – Assessment & Service Connect

SERVICE STREAM	Family Services
LOCATION	Greater Ipswich
CLASSIFICATION	Level 5 - Mercy Family Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Senior Caseworker

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This role is responsible for quality service delivery to children, young people, families and the community within the Assessment & Service Connect (ASC) service. Within this, the role has three discreet but complementary purposes:

- Actively engage individuals and families as co-responders with Child Safety Services where a support response is indicated to notified and screened concerns
- Support the assessment of safety, risk and need of children in the home and work collaboratively with Child Safety Services to gather sufficient information to assess the best response (including ongoing Child Safety Services intervention in some cases);
- Provide information, advice and in some cases brief casework responses to families with a view to linking them in timely fashion to relevant and accessible supports.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • Work effectively under the guidance of the MCS Senior Caseworker and MCS

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KEY PERFORMANCE REQUIREMENTS

- Senior Program Manager.
- Work in accordance with MCS program procedures, DCCSDS Guidelines and within the theoretical framework of the program.
 - Co-respond with Child Safety Services to screened-in concerns of harm to children and young people.
 - Engage family members in respectful ways that promote dignity and self-determination and support Child Safety Services to gather sufficient information to inform assessments.
 - Apply the Queensland Child Protection Practice Framework, the Domestic and Family Violence Common Risk and Safety Framework and Common Assessment Tools associated with these to assess safety, risk and need to determine the type of response required and action accordingly.
 - Employ tailored, scaled responses to family needs over time based on ongoing, joint assessment and professional dialogue with Child Safety Services partners.
 - Along with Child Safety Services, work with the Recognised Entity to ensure the rights of Aboriginal and Torres Strait Islander families are respected and decisions reflect cultural safety.
 - Along with Child Safety Services, work with interpreters and appropriate cultural consultants to ensure the rights of people from other culturally and linguistically diverse backgrounds are respected throughout the assessment and support process.
 - Provide direct, brief intervention support to families throughout the initial assessment phase – with or without the support of Child Safety Services – to maximise the chances of connecting them with the right services, at the right time and in the right place.
 - Maintain a current awareness of community resources to broaden options available to vulnerable families.
 - Support warm referrals to services where possible to increase the chances of meaningful engagement and connection with these.
 - At all points ensure a continuous flow of relevant information with Child Safety Services and other Government and non-Government agencies, within the bounds of confidentiality, to ensure the safety of children and young people is maintained, including escalation of concerns and re-notification to Child Safety Services where required.
 - Maintain accurate records and data entry requirements including use of the ARC (Infoxchange) database.
 - Participate in professional action learning processes including implementation and practice panels, learning circles and communities of practice aimed at refining the ASC model to best meet the needs of families.
 - Prioritise and manage tasks to ensure all client and program needs are met.
 - Contribute to a positive and effective team culture that is responsive to cultural diversity and equity.
 - Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.
 - Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships.

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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

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POSITION DESCRIPTION

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POSITION REQUIREMENTS

Required to have

- Tertiary undergraduate degree or higher qualifications in Child Protection, Human Services, Social Work, Psychology or related discipline.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

Beneficial to have

- Experience in strengths-based casework with complex families.
- Previous Child Safety Services professional experience considered highly.
- Safety and Risk assessment skills especially in the area of Domestic & Family Violence.
- Sound working knowledge of the Queensland statutory child protection system.

KEY SELECTION CRITERIA

1.	Demonstrated working knowledge of the Queensland Child Protection System, including key tertiary and secondary services (e.g. Child Safety Services – including different functions/teams, Family Intervention Services, Intensive Family Support Services, Family & Child Connect), how these interact, the common frameworks and tools that sit across these (including DFV) and other Government and non-Government agencies and the types of responses available through each.
2.	Demonstrated experience working confidently and effectively across a range of service providers, both government and non-government, to negotiate high quality service provision to families experiencing multiple and complex issues that place children and young people in danger or at risk of harm.
3.	High level verbal and written communication skills including a demonstrated ability to engage with people toward earning connection and trust quickly, listening effectively, managing emotions including conflict and moving toward shared resolutions in relation to key issues affecting them.
4.	Demonstrated ability to manage time and competing demands effectively in a challenging environment, resulting in efficient use of resources, sound outcomes for families and quality documentation for evaluation.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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