

## POSITION DESCRIPTION

Caseworker-Foster and Kinship Care/IIPS

<b>SERVICE STREAM</b>	Families, Young People & Disability Services
<b>LOCATION</b>	Brisbane Region
<b>CLASSIFICATION</b>	Level 6 - Mercy Family Services Enterprise Agreement 2011
<b>REPORTING RELATIONSHIP/S</b>	Team Manager

### OUR PURPOSE AND VALUES

Mercy Community 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 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 position is responsible for leading and supporting the intervention planning to ensure high quality out-of-home care and support for children, young people with their carers / families and where possible, to bring about therapeutic change as informed by the MCS Model of Practice which is needs-based, trauma sensitive and relationship/attachment focussed in order to assist them to reach their full potential.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision &amp; Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MC mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> <li>• Practice the Sanctuary® Model, in line with MC values.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders.</li> <li>• Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours.</li> <li>• Assist with recruitment, induction and associated processes for foster and kinship carers to meet identified placement needs of children requiring out-of-home care.</li> <li>• Deliver initial and ongoing training to prospective carer applicants and approved carers in compliance with legislative, or carer approval status requirements.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Undertake interviews which facilitate the comprehensive assessment of prospective carers, this may require planned after-hours and weekend home visits to complete such interviews with carers.</li> <li>• Prepare and complete reports on carers following their successful completion of training and assessment interviews for forwarding to the Department of Communities, Child Safety and Disability Services for initial approval.</li> <li>• Ensure carers are provided with regular information regarding legislation and policy changes from Department of Communities, Child Safety and Disability Services or Mercy Community, where it relates directly to their care role.</li> <li>• Assess the child in placement, and the carer family's capacity to respond to the child's identified needs and the development of child-centred, family focussed intervention plans, to determine the need for the carer family to up-skill, or have additional resources (such as in-home support), or other supports that may be required to enhance the child or young person's well-being.</li> <li>• Provide high quality support for carers and ensure carers are assisted to develop positive solutions to child management problems and crisis situations in compliance with the requirements in the Statement of Standards (Child Protection Act 1999).</li> <li>• Monitor the care levels and placements of children and young people with carers and conduct regular home visits.</li> <li>• Observe children/young people in care and complete case notes and reports as required by MC.</li> <li>• Establish and maintain a professional and effective working relationship with the Department of Communities, Child Safety and Disabilities Services and other government or non-government agencies.</li> <li>• Establish key working relationships with medical health professionals, therapeutic services providers, educational providers and other relevant stakeholders required to progress the child and family intervention plans.</li> <li>• Undertake the process to meet review requirements of carers in accordance with the Child Protection Act 1999 with regard to foster carer agreements, approval review processes and renewal of Certificates of Approval for foster and kinship carers.</li> <li>• Oversee the effective management of critical and non-critical incidents in line with organisation and legislative requirements.</li> <li>• Prioritise and manage tasks to ensure all client and program needs are met.</li> <li>• Contribute to a positive and effective team culture that is responsive to cultural diversity and equity.</li> <li>• Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.</li> <li>• Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships.</li> <li>• Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.</li> </ul>
<b>3. Documentation, Quality Systems &amp;</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> </ul>

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<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MC Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with MC, licencing and quality assurance requirements.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MC policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MC policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>4. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must:               <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ 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</li> <li>○ 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.</li> </ul> </li> <li>• Whilst conducting work activities you must:               <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>5. Other Duties</b>	<ul style="list-style-type: none"> <li>• Provide rostered after hours on-call support, in line with organisational procedures.</li> <li>• Participate in staff development and team meetings.</li> <li>• Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>• Other duties as directed.</li> </ul>

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### Required to have

- Tertiary qualifications in Social Work, Behavioural Sciences, Psychology or relevant discipline.
- Demonstrated experience in positive behaviour management strategies and support.
- Demonstrated experience in providing case assessment/work services to children and families within a child protection framework.
- Experience in child and carers' intervention plans based on assessments within a structured assessment framework.
- 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.
- For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

### Beneficial to have

- Skills and knowledge around the issues and practice directions in the area of out-of-home care working with children and families.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

## KEY SELECTION CRITERIA

1.	A sound understanding of statutory child protection processes including a sound knowledge of, and sensitivity to, the range of presentations likely to be encountered in children and young people who have experienced significant trauma both within their families and through extensive engagement with the child protection system including cross-cultural awareness.
2.	Demonstrated experience in working closely, creatively and appropriately with families, and engaging with them with a strengths-based focus to meet the social, emotional and psychological needs of the children and young people in their care.
3.	Excellent verbal and written communication skills with a demonstrated ability to analyse, evaluate and make objective judgements and articulate such in care plans and reports.
4.	A demonstrated ability to produce written case notes and reports that are clear and structured, evidenced with sound theoretical understandings within a structured management and accountability framework, with strict confidentiality considerations.
5.	Demonstrated time management skills, with ability to balance and prioritise various client engagement and administrative requirements.
6.	A demonstrated ability to self-motivate and exercise creativity and initiative in your work, as well as participate in structured supervision and receive direction and feedback in relation to work performance and practice.
7.	Willing and able to work within a Christian context and Mercy Community's 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):

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