**Position Description**

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| **Title:** | Case Worker / Counsellor |
| **Position Number:** | 20116 |
| **Agreement Coverage:** | RASA Enterprise Agreement 2019 |
| **Classification Level:** | Grade 4 |
| **Team:** | Post Care Support Services, Elm Place |
| **Reports To:** | Team Leader, Post Care Support Services |
| **Primary Location:** | Salisbury  |

**Primary Objective**

The Case Worker / Counsellor responds to the needs of young people and adults who have lived in care (out-of-home-care) in South Australia for a period of 6 months or more. The Case Worker / Counsellor delivers case management, counselling and financial wellbeing support through referrals, information/education, advocacy, and support within a collaborative case management framework. The position also works collaboratively with other Trauma services such as Find & Connect and the Redress Support Services.

**Position Responsibilities**

* Lead collaborative case management of client matters to achieve client objectives.
* Provide a first response and client intake for clients calling RASA.
* Undertake universal holistic screening and risk assessment utilising the Detection of Overall Risk Screen (DOORS) tool.
* Use agreed case plan templates to develop, implement and monitor individual client objectives.
* Provide financial wellbeing support that promotes independent living skills through financial literacy education, practical budget management and referral for Financial Counselling as required.
* Provide assistance with record/family searching and reconnection as required.
* Use the Penelope system to prepare and maintain electronic files and create and maintain hard copy client files as required.
* Develop and provide education and information sessions relevant to the client group.
* Develop and facilitate therapeutic groups
* Promote Post Care Support services to a diverse range of government and non-government organisations in relevant sectors.
* Contribute to the ongoing development of the Post Care website content.
* Provide services in an accessible manner where required such as by phone or through outreach.
* Contribute to the planning and delivery of Post Care Support services in conjunction with other team members.
* Contribute to the development of culturally relevant services at RASA and for bringing considerations of culture to case management practice.

**Qualifications and Experience**

Essential

* Bachelor’s Degree (AQF Level 7) in Social Work or demonstrated knowledge and competencies appropriate to Social Work.
* Experience working with complex client matters.
* Experience in trauma informed practice.

**Skills, Knowledge and Abilities**

* Knowledge of childhood trauma and the various cultural contexts that impact on it.
* Ability to provide effective and responsive case management/counselling.
* Knowledge of the effects of child abuse and neglect.
* Knowledge of financial wellbeing support that promotes practical skills for independent living.
* Ability to monitor and evaluate own work practices.
* Ability to work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
* Ability to write clear and concise case reports, case notes, grant applications and letters of support.
* Ability to work as a member of a team, fostering confidence and co-operation of others.
* Ability to work well under pressure without sacrificing professional standards and operate with initiative and motivation working under general direction.
* Ability to recognise and handle conflict productively through successful negotiation.
* Ability to work collaboratively with stakeholders and gain working knowledge of appropriate support and referral services.
* Ability to advocate effectively for clients in line with agreed case management goals.
* Ability to demonstrate a commitment to social justice and a culturally responsible organisation for services.
* Ability to demonstrated flexibility and creativity in problem solving.

**Requirements**

* Current valid driver’s licence.
* Own vehicle for use during working hours.
* A satisfactory DCSI check for working with children.
* A satisfactory National Criminal History Check.
* Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
* Ability to adapt and perform duties as required by changing program needs.
* Some out of hours work and inter / intra-state travel will be required and will not incur additional payment.

**Work Health and Safety**

* Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
* Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

**Direct reports**

N/A

**Values and Behaviours**

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

**Diversity** We believe that human diversity contributes to a rich and vibrant society.

We recognise the importance of culture in the lives of individuals and value cultural diversity.

 We believe in each person’s expression of their spirituality and the importance of all religions.

 We respect the diversity of relationships between and in individuals, families and communities.

**Respect** We believe in the unique and innate worth of all individuals.

We value the right of all people to live in safety and be treated with respect.

 We support an equitable, just and non-discriminatory society.

 We believe in the importance of living in harmony with our environment.

**Belonging** We recognise the importance of a sense of connection and belonging in people’s lives.

We value the importance of caring and loving relationships for couples, families, kin and friends.

 We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.

**Learning** We believe that people should have the opportunity to learn and change throughout their lives.

We value people’s right to make choices and learn from their experiences.

 We believe in the importance of working and living together and learning from each other.

**Acknowledgement**

I have read, understood and accept the position as documented in this position description.

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| Employee Name:  |  |
| Signature:  |  |
| Date:  |  |