

## Position Description

<b>Title:</b>	Case Worker
<b>Position Number:</b>	20411
<b>Agreement Coverage:</b>	RASA Enterprise Agreement 2019
<b>Classification Level:</b>	Grade 4
<b>Team:</b>	Redress Support Service
<b>Reports To:</b>	Coordinator Redress Support Service
<b>Primary Location:</b>	Adelaide

### Primary Objective

The Case Worker is responsible for delivery of client services within the Redress Support Service (RSS) and to provide timely and seamless access to trauma-informed and culturally appropriate services that support people who experienced institutional childhood sexual abuse to engage in the National Redress Scheme.

The Case Worker provides appropriate direct support to people considering and applying to the National Redress Scheme and assists the Coordinator with collaborative interagency responses that ensure clients receive timely support.

The Case Worker provides support and expertise within the Redress program and works collaboratively with other Elm Place services and with team members, working across programs as required. The Case Worker assists with Elm Place activities and events and works collaboratively with other RASA services and external organisations to achieve outcomes for clients.

### Position Responsibilities

- Provide a direct service response to clients through intake, referral, advocacy, counselling and collaborative case management.
- Assist with collaborative responses to complex client matters through evidence based practices including, universal holistic screening and risk assessment utilising the Detection of Overall Risk Screen (DOORS) tool and Restorative Practice approaches to achieve client outcomes.
- Develop skills and knowledge in facilitating access to services and promoting a safe and respectful space for all clients and staff.
- Provide efficient and accountable services and contribute to quantitative and qualitative reporting, materials and delivery standards through timely and accurate use of the Penelope client information system to record all case work activity.
- Provide services in alignment with and achieve the Redress Support Service Activity Work Plan.
- Maintain strategic interagency collaboration, networks and partnerships.

- Attend training in trauma informed practice and complex case management in relation to institutional/Out of Home Care and adverse childhood experiences.
- Be responsible for the delivery of culturally relevant and accessible services at RASA and for bringing considerations of 'cultural fitness' and cultural safety to training, supervision and practice.

## **Qualifications and Experience**

### Essential

- Tertiary qualification (AQF Level 7) in Social Work, Psychology or related discipline or demonstrated knowledge and competencies appropriate to the work.
- Experience working with complex client matters.
- Experience in trauma informed practice.

### Desirable

- Experience working with clients who have experienced Out-of-Home-Care.
- Experience in community engagement.
- Experience working with individuals, couples or families in a therapeutic context.

## **Skills, Knowledge and Abilities**

- A sound understanding of the range of adverse childhood experiences related to Family and Domestic Violence, child abuse and neglect, institutional or Out of Home Care, and associated trauma impacts that reflect cultural and intergenerational contexts.
- Sound knowledge and skills in Restorative Practice.
- Ability to operate with initiative and work under minimal direction to set goals and to work to deadlines
- Ability to work collaboratively with stakeholders in providing holistic and integrated casework and case management interventions that are effective and responsive.
- Ability to apply evidence-informed practice to monitor, evaluate and develop own and others clinical work.
- 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.
- Demonstrated ability to write clear and concise reports, case notes, grant applications and letters of support.
- Demonstrated ability to work as a member of a team, foster confidence and co-operation of others.
- Demonstrated ability to work well independently and under pressure without sacrificing professional standards.
- Ability to recognise and handle conflict productively through successful negotiation.
- Demonstrated commitment to social justice and a culturally responsible organisation.
- Flexibility and creativity in problem solving and program innovation.

## **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.
- Ability to adapt and perform duties as required by changing program needs.

## 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 (WHS) 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.

<b>Diversity</b>	<p>We believe that human diversity contributes to a rich and vibrant society.</p> <p>We recognise the importance of culture in the lives of individuals and value cultural diversity.</p> <p>We believe in each person's expression of their spirituality and the importance of all religions.</p> <p>We respect the diversity of relationships between and in individuals, families and communities.</p>
<b>Respect</b>	<p>We believe in the unique and innate worth of all individuals.</p> <p>We value the right of all people to live in safety and be treated with respect.</p> <p>We support an equitable, just and non-discriminatory society.</p> <p>We believe in the importance of living in harmony with our environment.</p>
<b>Belonging</b>	<p>We recognise the importance of a sense of connection and belonging in people's lives.</p> <p>We value the importance of caring and loving relationships for couples, families, kin and friends.</p> <p>We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.</p>
<b>Learning</b>	<p>We believe that people should have the opportunity to learn and change throughout their lives.</p> <p>We value people's right to make choices and learn from their experiences.</p> <p>We believe in the importance of working and living together and learning from each other.</p>

## Acknowledgement

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

Employee Name:

---

Signature:

---

Date:

---