Position Description

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| Title: | Case Worker  |
| Position Number: | 20226 |
| Agreement Coverage: | RASA Enterprise Agreement 2019 |
| Classification Level: | Grade 4 |
| Team: | Children and Parenting Support (CaPS) West |
| Reports To: | Team Leader Children’s Services |
| Location(s): | Port Adelaide |
| Position Profile: | Profile G |

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| Primary Objective |

The CaPS Case Worker will provide a range of services, including intake, needs assessment, referrals, group work and counselling to parents with children under 12 in the nominated region. The CaPS Case Worker will work from RASA offices and community-based sites with the aim of promoting family resilience by supporting children’s well being and developing and improving parental capacity.

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| Position Responsibilities |

* Conduct whole of family child-centred needs assessments, develop case plans, and deliver a range of direct client interventions including provision of information, casework, counselling and referral.
* Deliver evidence-based parenting skills and capacity building programs (Circle of Security & Incredible Years), supported playgroups; design and deliver information sessions and workshops tailored to cover topics relevant to the parents.
* Design and develop web-based support and resources regarding parenting and children’s development.
* Proactively undertake community engagement, feedback and recruitment activities.
* Record all case work and data collection on the client information system and DSS Exchange in a timely manner.
* Work collaboratively to establish effective referrals, improve case work strategies and participate in learning and supervision.
* Ensure an efficient and accountable service by contributing to; plans and reports, appropriate systems for quantitative and qualitative evaluation and evaluation of program quality, materials and delivery standards.
* Proactively accountable for own work through regular participation in supervision.

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| Qualifications and Experience |

Essential

* Tertiary qualifications in social work, Psychology, Counselling, or Social Services.
* Demonstrated experience in working with children.
* Demonstrated experience in providing case management.

Desirable

* Experience in developing and delivering community based group work to vulnerable communities and working with Aboriginal and culturally diverse clients.

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| Skills, Knowledge and Abilities |

* A sophisticated understanding of Family and Domestic Violence and the relevant safety responses.
* Skills in undertaking child-centred assessment and screening of risk and resilience with families, delivering casework and counselling interventions and evaluating outcomes.
* Ability to develop, conduct and evaluate therapeutic and educational groups.
* Ability to respond sensitively and effectively to people in dispute, under stress or in crisis.
* Operate with initiative and motivation, work under general direction to set goals and work to personal and program deadlines.
* Ability to monitor, evaluate and continuously develop own 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.
* Demonstrate a good level of oral and written skills.
* Exercise a good level of interpersonal skills, including sensitivity, diplomacy and the ability to negotiate effectively.
* Work competently in the Microsoft windows environment including Outlook.
* Intermediate data entry skills using a client information system.

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| 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.

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| 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.

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| Direct Reports |

* N/A

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| How We Work |

We work within the framework of RASA’s values which are Diversity, Respect, Belonging and Learning.

Curiosity and creativity
We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable and support change. We build partnerships with other services, and we recognise our limits.

Walk together in harmony

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O’Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.

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| Acknowledgement |

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

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