

CASEWORKER JOB DESCRIPTION

Position Description:	<p>This position exists to provide casework and psychological support to Forgotten Australians, Former Child Migrants primarily living in New South Wales to access their records, and trace and reconnect with their families.</p> <p>Terms and conditions are outlined in the Relationships Australia (NSW) Enterprise Agreement.</p>
Reports to:	Team Leader Wattle Place and Manager
Position Type	Various
Position Liaises with:	Wattle Place Manager, Team Leaders, Wattle Place staff and other Relationships Australia (NSW) staff, key external stakeholders and clients
Location:	Harris Park / Parramatta

Core Responsibilities

- Provide quality therapeutic case management and psychological support to Forgotten Australians, Former Child Migrants, Care Leavers, former State Wards and people who have been in other forms of State care.
- Provide trauma informed support, information and referral to facilitate client well-being
- Apply person centred and strengths based approaches to working with clients to develop goals and work towards outcomes
- Provide quality support to the client with supported file reading and family tracing and reunion
- Work as part of a team
- Ensure compliance with Work Health and Safety in line with the organisation's WHS Policy and procedures.

Key Tasks

Responsible for within allocated region:

KPIs:

Provide quality therapeutic casework, and psychological support to Forgotten Australians and Former Child Migrants, Care Leavers, former state wards.	<ul style="list-style-type: none"> • Caseload of up to 50 clients at a time (pro-rata for part time), 20 sessions per client • Case plan completed for all clients • Assist in the preparation for National Redress Scheme/Victims Services/ other compensation claims • Brokerage applications as required • Warm referral and service information • Delivering strengths based and person centred case plans • Build expectation of case closure for clients.
Assess and refer clients to relevant services according to needs	<ul style="list-style-type: none"> • Knowledge and currency of referral pathways and agencies • Advocacy for improved outcomes for clients
Delivery of client service overview according to guidelines (understand client need, explain RA services to new and existing clients, maintain strict confidentiality)	<ul style="list-style-type: none"> • Knowledgeable delivery of service information to clients
Actively support clients through supported file release, family tracing and reunion	<ul style="list-style-type: none"> • Provide therapeutic support to clients before during and after the process of file reading and family tracing. • Provide timely updates to clients of progress of searches. • Delivering trauma informed practice
Provide support for clients in regional/rural areas as required	<ul style="list-style-type: none"> • Support to be provided of the telephone and Skype • Regional visits conducted as required
Liaise and work in partnership with key Care Leaver support agencies	<ul style="list-style-type: none"> • Attend interagency meetings • Active referrals made to support agencies • Follow ups as appropriate
Work cooperatively within a team environment and work independently as needed	<ul style="list-style-type: none"> • Actively contribute to team meetings
Attend regular supervision	<ul style="list-style-type: none"> • Minimum attendance, 1 per month • Actively participate in supervision for continuous improvement and professional development
Notify and escalate incidents (including complaints) in a timely manner (in accordance with risk management &	<ul style="list-style-type: none"> • All serious matters and complaints are reported to the Team Leader/Manager and risk management system within 24

incident management policies)	hours
Efficient client files entered in Penelope (maintaining up-to-date case file notes, changes to details, required reporting)	<ul style="list-style-type: none"> • Accurate data entry in accordance with data entry guidelines and standard operating procedures • Changes in system made upon receipt of updates • File notes to be updated daily • Accurate delivery of required client-related reports within agreed, reasonable timeframes
Provide a high level of customer service to clients and internal customers (delivering a positive experience for clients, being a team player)	<ul style="list-style-type: none"> • Minimise complaints • Model positive relationship skills • Attendance at team meetings • Positive 360 feedback for external and internal stakeholders
Maintain confidentiality of all client information and professional standards of behaviour (ensure compliance with relevant legislation and the organisation's Code of Conduct)	<ul style="list-style-type: none"> • Compliance with the Code of Conduct, Confidentiality & Privacy Policies

Consulted with and Informed by:

External stakeholders (clients, support agencies and services)	
Internal stakeholders (Management, Clinicians and RANSW staff)	

Dimensions and Scope of Position

Technical: 50%	Business: 30%	People: 20%	Total: 100%
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Key Competencies

Technical Skills

- Service Expertise
 - Detailed knowledge of case management principles and models of practice. RANSW Wattle Place operates from trauma informed care principles which includes person centred approach and strengths based models of practice
 - Expertise around issues of childhood trauma, abuse and its triggers; ensure client safety, can quickly establish rapport, respect and trust with clients; demonstrates a high level of professionalism and is able to maintain confidentiality; ability to self-care
 - excellent knowledge of key issues related to Care Leavers; understanding of the history of institutional and out of home care in Australia; understanding of processes for records retrieval; knowledge of legislation relevant to the service
- Service support – strong abilities to work with traumatic material and issues with identity in supported file release, family tracing and reunion
- Systems Administration - Strong computer skills; Experienced in MS Office (word, excel, outlook); Management of Penelope system functionality

Business Skills

- Stakeholder Management - Develop and maintain productive internal and external working relationships (with clinicians, industry groups, government agencies, clients, other staff, etc)
- Impact and Influence - Persuade, convince or impresses others in a way that results in acceptance, agreement and/or behaviour change; Enables achievement of common goals and retention of goodwill
- Client Orientation (both internal customer and client) - Focus efforts on discovering and meeting the client's needs; Respond to client's needs in a manner that adds value and generates satisfaction; Actively listen and follow through on commitments to clients
- Planning and Organising - Establish a course of action for self and/or others to accomplish client service goals; Schedule and coordinate appointments in a timely manner; Actively monitor caseload and close out within recommended timeframes
- Communication Skills - Convey meaning to both individuals and groups in a succinct and fluent manner (verbal and written); Tailor message and style to suit target audience

People Skills

- Interpersonal Skills - Respectful of others, in particular key stakeholders (internally, externally) in voice, tone, dress, gestures and body language; Humble demeanour; Attentive listener; Asks clarifying questions but knows when not to probe further
- Interpersonal Sensitivity - Seeks to understand other people; Senses the unspoken or partly expressed thoughts, feelings and concerns of others; Responds appropriately to others' emotional needs
- Team Player - Displays willingness to work as part of a group, as opposed to working separately or competitively; Creates group synergy by pursuing collective goals
- Proactive and takes initiative - Self-starter with organisational and time management skills; Ability to self-motivate, multi-task and work independently; Aptitude to think on your feet and produce practical answers & solutions;
- Accountability – takes ownership of work, transparent in practices, corrects mistakes when identified

Selection Criteria

Requirements

Mandatory Experience

- Formal qualifications / working towards formal qualifications in Social Work, Psychology or other relevant disciplines;
- Demonstrated experience in providing psychological support for adults who have experienced trauma (physical, sexual psychological, emotional neglect) as children.
- Ability to provide quality therapeutic casework, to develop individual tailored case plans and coordinate referral to suit client need;
- Ability to travel throughout New South Wales, interstate and work flexible hours;

Desirable Experience

- Experience with working with Aboriginal And Torres Strait Island people and ability to ensure cultural safety

Provide a short response demonstrating how you meet each requirement.