

## POSITION DESCRIPTION: CASEWORKER

<b>Position Description</b>	This position exists to provide a client centred, integrated casework support service of a high standard.
<b>Reports to:</b>	Centre Manager
<b>Divisional focus areas</b>	<p><b>The Customer Services Division</b> is responsible for the delivery of all programs and services ensuring customer and client satisfaction, achievement of service and strategic targets, and measurement of the outcome and impact of services to clients. The focus of this division is on:</p> <ol style="list-style-type: none"> <li>1. Providing professional client centred programs and services which are innovative and responsive to client needs</li> <li>2. Providing supervision, training, and ongoing professional support and development of competent and accountable practitioners to ensure the delivery of quality services to clients.</li> <li>3. Achieving evidence based positive client outcomes that meet organisational performance standards.</li> <li>4. Ensuring the collection and interpretation of data in order to evaluate the customer experience prior to, during, and following their contact with RANSW. Accurate data will inform business and quality practice decisions that strengthen the relationships and capacity of customers and clients to make positive choices in their lives.</li> <li>5. Maximising available service delivery hours for each program/service through effective management of staffing and scheduling.</li> </ol> <p>The <b>Practice Quality and Innovation Division</b> is integral in providing key practice deliverables to the Customer Services division which includes professional practice support; service development; service quality; and staff support and development.</p>
<b>Direct Reports:</b>	Nil
<b>Position Liaises with:</b>	<p><b>Internally:</b> Manager, Team Leader, Practice Specialist, Case Work and Service Partnerships and other Relationships Australia (NSW) staff</p> <p><b>Externally:</b> Commonwealth/State Government Departments, auditors and key external stakeholders</p>

<b>Location:</b>	Regional centres
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Strategic Goals	Areas of responsibilities	Key Performance Indicators
<b>Client Focus</b>	<p>1. Provide quality case management/therapeutic support to clients</p> <p>2. Promote a strong service culture that is professional and responsive to the needs of clients</p>	<p>1.1 Detailed knowledge of case management principles and models of practice, including client centred approaches, strengths focus and trauma informed practice</p> <p>1.2 Understanding of the issues and needs of target groups</p> <p>1.3 Ability to engage and support(contain) clients, to quickly establish rapport, respect and trust</p> <p>1.4 Work with clients to develop case plans/goals and work towards outcomes</p> <p>1.5 Assess and identify immediate short-term needs to ensure safety and refer clients to relevant services</p> <p>1.6 Maintain knowledge and currency of referral pathways and agencies.</p> <p>1.7 Liaise proactively, positively and effectively with relevant stakeholders.</p> <p>1.8 Proven ability to work with adults, young people and children</p> <p>2.1 Participate in case consultation/supervision and other practice support processes</p> <p>2.2 Knowledge of and compliance with relevant legislation</p> <p>2.3 Advocates for improved outcomes for clients</p> <p>2.4 Maintain administrative records, service evaluation, and written reports.</p> <p><b>2.5</b> Accurate and timely data entry in accordance with data entry guidelines and standard operating procedures.</p>

<b>People</b>	<ol style="list-style-type: none"> <li>1. Accountability – takes ownership of work, transparent in practices, attends to own professional development</li> <li>2. Accepts personal responsibility for overseeing and maintaining safe work practices</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Demonstrate integrity, respect and professionalism at all times – and demonstrably live the RANSW values</li> <li>1.2 Maintain the confidentiality of all information pertaining to clients and their families in accordance with the requirements of the Children and Young Persons (Care and Protection) Act, Family Law Act, Privacy Act, and RANSWs Code of Conduct</li> <li>1.3 Engage with the manager and supervisor in skill development and performance assessment processes.</li> <li>2.1 Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur</li> </ol>
<b>Sustainability</b>	<ol style="list-style-type: none"> <li>1. Maintain and raise the organisational profile of RANSW</li> <li>2. Ensures regulatory compliance</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Represent, promote and enhance the reputation of the organisation and to the community, key stakeholders, guests and visitors to RANSW. in compliance with relevant legislations</li> <li>1.2 Contribute to development and achievement of the Centre’s annual business plan that aligns with Customer Services Business Plan and organisational Strategic Goals and vision.</li> <li>1.3 Contribute to the overall functioning of the team as well as to the improvement of the quality of services provided by the service and/or centre.</li> <li>2.6 Keeps client, supervision and program records in compliance with relevant funding agreements and legislation and current RANSW policies and procedures.</li> <li>2.7 Record and report on serious matters and client complaints relating to relevant functions within the service and/or centre.</li> </ol>

		2.8 Gains and maintains current Working with Children Check, National Criminal History Checks and any other requirements where appropriate.
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## KEY COMPETENCIES

- **Inspiring others** - contributes to a climate in which people are inspired to do their best, motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy.
- **Interpersonal and Communication Skills** - respectful of others, ability to promote the service in a range of forums and inspire confidence through the timely resolution of enquiries or work requests; be adaptable in difficult situations, demonstrate a high level of effective verbal and written skills in dealing with people at all levels including the skills to use information technology, Microsoft applications and data bases for communication, data collection and reporting and evaluation.
- **Knowledge** - excellent knowledge of key issues related to client target groups, knowledge of theoretical frameworks in case management, domestic and family violence, trauma informed practice, child protection and family law, knowledge of legislation relevant to the service.
- **Teamwork** - works collaboratively with the region/centre team and cross regionally to accomplish organisational goals and reinforce the vision, respects the needs and contributions of others for quality service delivery, ability to manage the operational pressures within the region/centre.
- **Self-Motivation** - self-starter with excellent organisational and time management skills, ability to self-motivate and multi-task and work independently, aptitude to think on your feet and produce practical answers, proactive, shows initiative, leads by example, maintains accountability.

## **SELECTION CRITERIA**

### **Essential requirements**

- Tertiary qualifications in Social Work, Social Welfare, Social Science, Psychology, Humanities or other relevant disciplines, or equivalent knowledge and experience working in these areas.
- Relevant clinical expertise and experience
- Understanding of the issues and needs of target groups
- Ability to provide quality casework/case management/coordination, developing tailored case plans and coordinating referrals to suit client need
- Experience of providing representation and advocacy in coordinating multi-service access
- Ability to collaborate effectively and develop partnerships with key service providers within government and non-government organisations
- Excellent interpersonal and communication skills – including verbal and written abilities
- Administrative and organisational skills including proficiency in the use of technology for data entry, record keeping, and communication.
- Current C NSW Driver's Licence
- Valid and current Working with Children Check Clearance & police check.

### **Desirable**

- Experience with working with First Nations people and ability to ensure cultural safety

- Knowledge and understanding of community services especially those relating to family relationships.
- Previous work experience or knowledge of working in a community based or not-for-profit organisation.