

POSITION DESCRIPTION



Department: Community Services

Position: Case Worker - Therapeutic

Position Classification Level: Community Service Worker Classification Level 5 (as per Northside's Enterprise Agreement)

Reports to: Team Leader - Engagement

Employment Specifics: Full-time, Fixed Term

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:

Courage

Integrity

Choice

Innovation

Collaboration

POSITION OBJECTIVE

Northside's Community Services team works to action two fundamental human rights: The right to a home and the right (and responsibility) to be part of a community. With more than 20 diverse programs within the portfolio, it is these two universal human rights that unite us in our work.

The Safe and Connected Youth Program is a collaboration between Conflict Resolution Service, Northside Community Service and Woden Community Service. The Program's main objective is to reduce young people's (8-15 years) risk of homelessness by improving family functioning and decreasing family conflict between young people and their family unit. The Program consists of Therapeutic Case Managers who work closely with Family Mediators from Conflict Resolution Service.

Under the general direction of the Engagement Team Leader, the Case Worker - Therapeutic role will provide intensive and holistic, wrap around case management and coordination support to reduce the risk of youth homelessness due to family conflict.

KEY RESPONSIBILITIES AND DUTIES

- Case management and coordination
 - Apply strength-based case management principles and procedures to work in collaboration with the young person and their family to assess, plan, implement, monitor, and review the case planning for the young person.
 - Use a client centered, holistic approach when working with young people and families.
 - Perform a comprehensive assessment process to identify shared goals through case planning.
 - Identify, negotiate, and coordinate the delivery of services to meet the needs of the young person and their family.

Reviewed by Human Resources

Review Date

23/07/2021

- Support young people and their families through crisis, ensuring safety as main priority. This includes facilitating emergency accommodation options, supporting the family in reunification and safety planning as appropriate.
- Provide advocacy for young people and their families to achieve optimal outcomes across the domains of education, mental and physical health, legal/criminal, housing, and other areas of support as required.
- Provide support to young people and their families with a level of autonomy and self-direction.
- Establish, maintain, and promote collaborative and positive relationships with key government and community stakeholders relevant to service coordination.
- Understand and follow the legal and ethical considerations for working with young people.
- Policies and procedures
 - Maintain currency of respective program policies and guidelines, including identifying and addressing any gaps to ensure:
 - i. Alignment with regulatory and statutory requirements
 - ii. Confidentiality and privacy requirements
 - iii. Best practice in service delivery
- Quality assurance
 - Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and successes are celebrated.
 - Engage in regular supervision and reflective practice.
 - Actively engage and contribute to Weekly Assessment Meetings
 - Maintain administrative functions including case notes, statistics, and reports relevant to the program(s).
- Represent Northside Community Service at external forums and meetings and promote the program within the community.
- Develop sound working relationships across all levels of the organisation.
- Undertake other relevant duties as directed consistent with the employee's skill, competence, and training.
- Apply and uphold principals of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in intensive case management and/or therapeutic support to young people and families.
2. Demonstrated ability to work in collaboration with other service providers to improve quality of life for young people and/or families.
3. Demonstrated understanding and practice of trauma-informed care.
4. Highly developed analytical skills and the ability to apply these skills in case management.
5. Excellent interpersonal, facilitation, presentation, communication and consultation skills enabling successful negotiation, conflict resolution, liaison and marketing which includes the ability to credibly represent Northside Community Service in any forum.
6. Ability to prepare complex assessment reports and intervention skills.
7. High level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
8. Demonstrated ability to coordination tasks and manage time and competing priorities.

QUALIFICATIONS AND/OR TRAINING

- Relevant Bachelor degree (or equivalent) with relevant experience (at least 2 years) in Youth and Family Case Management, Community Services, Social Work or a similar field; or
- Associate diploma with relevant experience (at least 3 years); or
- Less formal qualifications with substantial relevant experience (at least 5 years).
- Full driver's licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving for up to 30 minutes at a time to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			