



metro assist

POSITION DESCRIPTION

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| Position Title | Family Support Caseworker (FPP) |
| Employment Status | Full Time Fixed Term (35 hours p/week) |
| SCHCADS Award | SCHCADS Award Level 5 |
| Reporting to | Family Preservation Program Team Leader |
| Directly Supervising | Nil |
| Work Area | Bankstown , Liverpool, Fairfield and Inner West LGA's |
| Office location | Condell Park (primary site) and other sites as required |
| Date Prepared/Updated | November 2023 |

KEY CHALLENGES

The Family Services Team provides targeted services to families with children who are at high risk of entering or escalating within the statutory child protection system. Metro Assist's Family Services team is funded by The Department of Community and Justice (DJC) to deliver Targeted Earlier Intervention (TEI) and Family Preservation Program formally known as the Brighter Futures program. Metro Assist works specifically with families of culturally and linguistically diverse (CALD) backgrounds to provide tailored support through casework, structured home visits, parenting programs and some brokerage.

The Family Support Caseworker will deliver services in accordance with organisational policies, procedures and the staff Code of Conduct; relevant legislative frameworks; and in accordance with conditions identified in funding agreements. They will maintain professional development in relation to identified best practices, understanding and apply reporting requirements including Mandatory Reporting and other legislative requirements; and will actively monitor and respond to changes relating to program, policy or service delivery.

A key function of the Family Support Caseworker is to undertake culturally appropriate supported activities to implement individual case plans including case goals for families including information and advice, support, advocacy, and referrals to relevant agencies or specialist services, and skills development to help families achieve outcomes. The Family Support Caseworker will adhere to guidelines and provide quality services to clients through case management and support, case planning and reporting in aspect of their work.

The Family Support Caseworker will work across and support the Inner West Family Team and the Family preservation program team as required.

The role of the Family Support Caseworker includes, but is not limited to:

- Delivery of child and family support through home visits;
- Delivery of youth and family support through skills focussed groups including parenting programs, skills and support groups;
- Delivery of collaborative family supports within an Early Intervention Framework;
- Maintenance of client caseload, and achievement of annual case load KPI's as determined by funding agreements;
- Maintain internal and external reporting requirements including evidenced based reporting measures which identify and substantiate client outcomes achieved; and
- Maintain the highest quality standard of case files and case notes (paper based and electronic) and ensure all data is protected to ensure client's information is private and confidential.

KEY CHALLENGES

There are ongoing improvements within the child protection system resulting in practice reforms at the DCJ District level. This has resulted in a stronger child-centred understanding and establishing closer working relationships between the DCJ, TEI, and Family Preservation Lead Agencies. Families are being referred into the TEI and Family Preservation programs with increasingly complex needs. Understanding and responding to cultural differences is important to successfully engaging families with the program.

CONDITIONS

Employment for this position is subject to a satisfactory Working with Children Check and Police check.

| CORE RESPONSIBILITIES | ROLE REQUIREMENTS | KEY PERFORMANCE INDICATORS (KPI) | WEIGHTING |
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| <p>Vision, Mission and Values</p> | <ul style="list-style-type: none"> • Has an enhanced working knowledge of Centre Vision, Mission, Values and the community context. • Detailed working knowledge of other relevant teams and other functions within the organisation. | <ul style="list-style-type: none"> • Understands and articulates significance of Centre’s Vision and Mission and follow organisational values in day to day work. • Make effective contact across the sites for program information collection and dissemination. • Feedback from client surveys and stakeholders is positive. • Adheres to identified targets in program work plans, funding agreement and KPIs. | |
| <p>Practices / Safety / Standards</p> | <ul style="list-style-type: none"> • Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice. • Adheres to FPP program guidelines and recommended work practices. | <ul style="list-style-type: none"> • Is conversant with organisation’s procedures, Codes of Conduct and relevant legislation and safe work practices. • Participates in risk assessments. • Feedback from clients and stakeholders is positive. • Applies understanding of the organisation’s policies and procedures, code of ethics and safe work practices. • Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs. | |

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| | | <ul style="list-style-type: none"> • Has an appropriate clearance under Working With Children requirements and a National Police Check. | |
| Leadership/Teamwork | <ul style="list-style-type: none"> • Assists team leader with the formal leadership and learning of less experienced team members. • Demonstrates to other team members a high level of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements. • Participates in providing solutions to problems associated with specific areas of responsibility including family case conferencing, case reviews, monthly supervision and one on one supervision for successful outcomes. • Assists in prioritising the team's work. | <ul style="list-style-type: none"> • Participates in planning and implementing team activities in timely and effective manner. • Provides on-the-job coaching to students and volunteers. • Adheres to timeframes identified in work plans and makes timely responses to team issues. • Feedback from team members and supervisor. • Demonstrates initiative and participates in team problem-solving. • Adopts a collegiate approach to complex cases and work management. • Participate in case conference to contribute to discussion towards collaboration, case goal planning, problem solving, issues and needs addressed towards successful outcomes for the clients. • Advocate effectively on issues impacting children, young people, and families with guidance by team leader. | |
| Continuous Improvement | <ul style="list-style-type: none"> • Recommends changes to quality procedures and standards that impact across work areas. | <ul style="list-style-type: none"> • Contributes to innovative & strategic thinking to the programs to: improve services and client outcomes, resolve any | |

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| | <ul style="list-style-type: none"> • Identifies opportunities for improvement. • Provides a reference point based on years of experience. • Recommends changes to quality procedures and standards that impact across work areas. Identifies opportunities for improvement. Provides a reference point based on years of experience. Advice and assistance is provided for using precedent and knowledge of past complex issues. | <p>concerns, and for funding and commercial opportunities.</p> <ul style="list-style-type: none"> • Attends appropriate and relevant training, conferences and forums to provide feedback and attend training within Metro Assist when requested. • Identifies the needs of clients with a variety of complex needs and contributes to the development of family and child/ren care case goal plans that include the provision of multiple services, and outcomes to achieve. • Participates in service reviews, development and planning functions. • Contributes to discussions around program knowledge, trends and best-practices. • Attends training and professional development and provides feedback to the team. • Adapts readily and positively to changes in procedures, protocols and work systems. | |
| <p>Interpersonal Skills and Communication</p> | <ul style="list-style-type: none"> • Deals regularly with correspondence or enquiries from professional firms and senior managers of external centres. Can assist others to resolve conflict. Effectively collaborates with other areas. Uses positive engaging techniques. Has a network of contacts in other work areas. Assists with the preparation of complex management reports. | <ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients. • Contributes relevant information for reporting. • Client feedback, complaints and retention rates. | |

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| | | <ul style="list-style-type: none"> • Feedback from internal and external stakeholders is positive. • Is able to research and collate relevant information and prepare or contribute to reports (internal and external). | |
| Experiences/Qualifications/ Professional Development | <ul style="list-style-type: none"> • Relevant tertiary qualifications, knowledge and experience. Is capable across the full range of competencies required at this level of work. | <ul style="list-style-type: none"> • Presents and provide certified copies of qualifications and experience as part of the recruitment process. • Participates in professional development opportunities in accordance with Metro Assist P&P guidelines. | |
| FUNCTIONAL RESPONSIBILITIES | | | WEIGHTING |
| Client Services | <ul style="list-style-type: none"> • Understands a variety of complex client needs. • Undertakes service delivery liaison/ communication with clients in respect to a variety of complex problem resolutions involving multiple service delivery methods. • Suggests alternatives and organises referral through a comprehensive understanding of the range of services offered within Program Guidelines and those offered by the general and specialist communities. • Is able to prepare and create case goal plans with the client and use a family centred approach to identify challenges to achieve outcome and build on new skills and strengths with the family. | <ul style="list-style-type: none"> • Maintains capacity within all family team programs, and ensures that services are respectful, sensitive, appropriate, and response to the needs of culturally diverse clients. • Has a working knowledge of complex clients' needs and developing case plans/ case goals to achieve outcomes. • Makes appropriate and effective referrals to internal and external services and programs. • Adheres to relevant policies and guidelines relating to clients consent and clients understand their case plan. | |

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| | | <ul style="list-style-type: none"> • Makes appropriate judgement on client intake and eligibility within a cultural and sensitive perspective. • Maintains and records data and feedback ensuring clients files are up to date and current. • Advocates for the needs of clients within a person centred approach, particularly in the context of services for culturally and linguistically diverse families and communities. • Feedback from clients and stakeholders is positive. | |
| <p>Case work/Case Management</p> | <ul style="list-style-type: none"> • Identifies the needs of clients (family) with a variety of complex needs and contribute to the development of individual care/ case goal plans that include the provision of multiple internal/external services. • Identifies the needs of clients with a variety of complex needs. • Provides planning support and structure for the safety of children and young people. • Contribute to the development of individual care plans that include the provision of multiple internal/external services. | <ul style="list-style-type: none"> • Provides casework and case management skills to work with families with complex needs in the Family Services Team programs in accordance with service provision guidelines. • Immediately takes appropriate action in line with program and Mandatory Reporting guidelines where the safety of the child or young person is at risk. • Is able to establish trust, credibility and rapport with clients. • Discusses case allocation and caseload with management and executes the role | |

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| | | <p>with competence, including achievement of annual caseload KPI's.</p> <ul style="list-style-type: none"> • Case management protocols, guidelines and follow-up are understood and enacted. • Provides timely reports to case management processes, data capture and evidence gathering for reporting within Family Team programs. • Ensure that all clients' case notes and information is current and entered into data reporting portals (internal and external) on a regular basis. • Ensures that all reporting and case files (paper based and electronic) are of the highest quality standard, and data is protected to ensure clients' information is private and confidential. • Provides reports, case notes, case studies and any other program relevant information to management as requested. • Feedback from clients and stakeholders is positive. | |
| <p>Family / Community / External Agencies Relationships</p> | <ul style="list-style-type: none"> • Assists clients and their families to resolve variety of complex matters. Supports clients | <ul style="list-style-type: none"> • Facilitates families' engagement with services and social support networks. | |

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| | <p>and their families in the areas of community participation and opportunities.</p> <ul style="list-style-type: none"> • Assists with building strong working relationships with other agencies and works to extend these links. • Maintains positive relations with local services, funding bodies and other stakeholders. • Promotes the image of clients and encourages participation and engagement among local families and communities. • Presents a positive image of the organisation in all activities and engagement with stakeholders. | <ul style="list-style-type: none"> • Fosters positive working and collegial relations and collaborations with other agencies, funding bodies and external stakeholders. • Organises and facilitates parenting programs, client groups/programs, events and forums, that impact on child, family and socially disadvantaged communities as per individual KPI's. • Participates in relevant interagencies and service networks, and fosters collaborations with local services. • Competently identify, apply, coordinate and complete acquittals for community grants that support the Family Services Team program delivery. • Monitors emerging issues among local communities that impact on child and family wellbeing. • Feedback from clients and stakeholders is positive. • Works collegially and collaboratively with other services and agencies, and participates in relevant service networks. | |
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| | | <ul style="list-style-type: none"> • Adopts strengths/person centred/evidence based approaches when working with families and groups and promotes achievements. • Promotes the organisation's and program's achievements through available means. | |
| Cultural Knowledge | <ul style="list-style-type: none"> • Understands issues and barriers facing people of CALD, refugee and Aboriginal backgrounds. Takes steps to ensure that service is provided in a respectful and appropriate manner and takes measures to ensure the service is accessible. | <ul style="list-style-type: none"> • Is sensitive to the cultural needs of clients and is able to engage bilingual or interpreter support when needed. • Takes steps to ensure that clients understand information and their case plans. • Seeks feedback from clients and stakeholders to inform work practices and service improvement. | |
| Compliance/Reporting | <ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Assists with the implementation of new/amended compliance and reporting requirements. • Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area | <ul style="list-style-type: none"> • Provides timely and accurate reports, case notes and data as per internal and external requirements. • Informs management of issues as they arise and/or during supervision sessions. • Is conversant with, and adapts quickly and positively to program and operational changes. | |

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| | <ul style="list-style-type: none"> • Ensures the security and protection of information assets under the custody | <ul style="list-style-type: none"> • Compliant with the organisation’s data reporting obligations using designated reporting tools, by requested deadlines. • Seeks feedback through staff and client surveys and develops case studies to increase the organisation’s knowledge base. • Understands and adheres to Program Guidelines, relevant legislation, and all Metro Assist policies and procedures. • Attendance to security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. | |
| Business Communications | <ul style="list-style-type: none"> • Prepares short reports and accurate case notes. • Liaises and participates in discussions with staff and external agencies at all levels. • Deals with routine correspondence from outside centres. • Acts as minute secretary at meetings. | <ul style="list-style-type: none"> • Responds in a timely and efficient manner to emails, memos and correspondence. • Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). • Is able to write and maintain minutes of meetings. | |

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| | | <ul style="list-style-type: none"> Feedback from staff and stakeholders is positive. | |
| Problem Solving/Innovation | <ul style="list-style-type: none"> Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory. | <ul style="list-style-type: none"> Engage in planning with staff, Team Leader, and other services to address barriers to client access with the aim of strengthening services. | |
| Special Projects/Tasks As and when required by [CEO/Manager/Team Leader] | <ul style="list-style-type: none"> As and when required by the supervisor/Manager work on specific project/event related to the core functions. | <ul style="list-style-type: none"> Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget. | |

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO November 2023

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my team leader/manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____