



## POSITION DESCRIPTION

<b>Position Title</b>	Family Support Caseworker
<b>Employment Status</b>	Part Time Fixed Term (28 hrs p/wk)
<b>SCHCADS Award</b>	SCHADS Award Level 5
<b>Reporting to</b>	Team Leader/Family and Financial Inclusion Services Manager
<b>Directly Supervising</b>	Nil
<b>Work Area</b>	Leichhardt, Marrickville, Burwood, Ashfield, Strathfield, Canterbury LGAs; and the suburb of Glebe
<b>Office location</b>	Campsie (primary site) including home/offsite visitation
<b>Date Prepared/Updated</b>	March 2025
<b>Conditions</b>	Position is subject to a satisfactory Working With Children Check and National Police Check

---

### Position Summary

The Family Caseworker operates within the Family Support Team and is funded by the Department of Communities and Justice (DCJ) under the Targeted Earlier Intervention (TEI) Program. The role is responsible for delivering tailored, culturally safe, and trauma-informed case management services to children, young people, and families experiencing or at risk of vulnerability.

Working within a strengths-based, child protection-informed and family-centred framework, the Family Caseworker supports the wellbeing, safety, and development of children and young people by enhancing parenting capacity, reducing risk factors, and building protective factors within families. Services may include home visits, outreach, information, advice and referral, practical support, and warm referrals to internal and external supports.

The position places a strong emphasis on early engagement, family-led decision-making, collaboration with cross-sector services, and supporting culturally and linguistically diverse (CALD) communities through culturally responsive service delivery.

### Key Responsibilities:

- Deliver client-centred case management to children, young people, and families, including home visits, outreach, assessments, goal planning, and safety planning.
  - Identify and respond to risks of child abuse, neglect, and family violence, embedding core components of the Preventing Child Maltreatment Framework in all casework.
  - Conduct holistic and strengths-based assessments, incorporating risk and safety frameworks to inform culturally responsive case plans that align with client-identified goals.
-

- Facilitate family-led, collaborative case planning processes that support parenting capacity, emotional wellbeing, economic stability, and connection to culture and community.
- Collaborate with internal services and external agencies to ensure coordinated, wraparound responses that reflect the evolving needs of families.
- Advocate for clients and make warm referrals to appropriate services, ensuring access to timely, effective supports that meet identified needs.
- Maintain accurate, up-to-date client records in line with data collection and reporting requirements, including use of the Data Exchange (DEX).
- Participate in regular reflective practice, supervision, and training to strengthen practice approaches and comply with relevant legislative frameworks and child safe standards.
- Ensure all work is carried out in accordance with organisational values, policies, DCJ guidelines, and TEI program objectives.

**Key Competencies:**

- Ability to work flexibly and responsively to meet the diverse needs of children, young people, and families, including attending outreach support and home visit.
-

## KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
<b>Vision, Mission and Values</b>	<ul style="list-style-type: none"> <li>Ensures all work aligns with Metro Assist's Vision, Mission, and Values.</li> <li>Promotes inclusive, trauma-informed services for CALD, Aboriginal, and vulnerable communities.</li> <li>Makes appropriate referrals to ensure client access to holistic support services..</li> </ul>	<ul style="list-style-type: none"> <li>Understands and articulates significance of Metro Assist Vision, Mission and Values.</li> <li>Adherence to program work plan targets as per funding agreements including funding and team and individual KPIs.</li> <li>Positive feedback from client and stakeholder surveys.</li> </ul>
<b>Practices / Safety / Standards</b>	<ul style="list-style-type: none"> <li>Adheres to TEI program guidelines, Metro Assist's Policies and Procedures, Code of Conduct, and relevant legislation (e.g., WHS, child protection).</li> <li>Participates in home visits and risk assessments as required.</li> <li>Ensures that client data is accurately recorded, maintained, and reported.</li> <li>Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area.</li> <li>Ensures the security and protection of information assets under custody.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates a thorough understanding of the organisation's procedures, Code of Conduct, relevant legislation, and safe work practices.</li> <li>Confidentially completes risk assessments to ensure compliance and workplace safety.</li> <li>Receives and responds to feedback from clients and stakeholders to enhance service delivery.</li> <li>Applies knowledge of organisational policies, procedures, the Code of Ethics, and safe work practices in daily operations.</li> <li>Understands and adheres to the legislative framework protecting children and young people, including mandatory reporting requirements and program guidelines for funded initiatives.</li> <li>Attends security awareness training and promptly implements ISM improvement measures.</li> <li>Identifies, reports, and responds to suspected or actual security breaches in accordance with organisational protocols.</li> </ul>

<b>Leadership/Teamwork</b>	<ul style="list-style-type: none"> <li>• Supports the Team Leader or FFISM in mentoring and developing less experienced team members, student or volunteers.</li> <li>• Assists in prioritising and coordinating the team's workload to achieve service delivery including KPI's.</li> <li>• Leads by example, demonstrating strong motivation and discipline in delivering high-quality care and support to clients with complex needs.</li> <li>• Contributes to assessing team performance and may assist in staff allocation.</li> <li>• Actively participates in problem-solving within areas of responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>- Actively participates in planning and implementing team activities in a timely and effective manner.</li> <li>- Provides on-the-job coaching to staff, students, and volunteers.</li> <li>- Adheres to timeframes outlined in work plans and responds proactively to team issues and individual work plan/ KPI's.</li> <li>- Seeks and incorporates feedback from team members and supervisors.</li> <li>- Demonstrates initiative and contributes to team problem-solving, including feedback and applying solution focus within team.</li> <li>- Takes a holistic and collaborative approach to managing complex cases and workload.</li> <li>- Participates in family case conferences, contributing to discussions on collaboration, problem-solving, and addressing issues and needs to achieve positive client outcomes.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Recommends improvements to quality procedures and standards that impact multiple work areas.</li> <li>• Identifies opportunities for enhancement and innovation organisation and program.</li> <li>• Serves as a key reference point, drawing on extensive experience.</li> <li>• Provides advice and guidance based on precedent and knowledge of past complex issues.</li> </ul>	<ul style="list-style-type: none"> <li>- Identifies and recommends improvements to procedures, protocols, and work systems, both internally and across relevant external services.</li> <li>- Actively participates in service reviews, development, and planning initiatives.</li> <li>- Contributes to discussions on program knowledge, emerging trends, and best practices.</li> </ul>

		<ul style="list-style-type: none"> <li>- Attends training and conferences, providing feedback to the team.</li> <li>- Seeks and incorporates feedback from staff and stakeholders.</li> <li>- Adapts effectively to changes in procedures, protocols, and work systems.</li> </ul>
<b>Interpersonal Skills and Communication</b>	<ul style="list-style-type: none"> <li>• Deals regularly with correspondence or enquiries from professional firms and senior managers of external centres. Can assist others to resolve conflict.</li> <li>• Effectively collaborates with other program within Metro assist and external stakeholders.</li> <li>• Uses positive engaging techniques when working with clients, staff and stakeholders.</li> <li>• Has a network of contacts in other work areas that support collaboration.</li> <li>• Confidently engages with agencies to ensure coordinated, wraparound responses that reflect the evolving needs of families.</li> <li>• Assists with the preparation of complex management reports.</li> </ul>	<ul style="list-style-type: none"> <li>- Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality.</li> <li>- Is able to research and collate relevant information and prepare or contribute to reports (internal and external).</li> <li>- Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients.</li> <li>- Contributes relevant information for reporting,</li> <li>- independently facilitate family-led, collaborative case planning processes that support parenting capacity, emotional wellbeing, economic stability, and connection to culture and community.</li> <li>- Feedback from internal and external stakeholders.</li> <li>- Client feedback, complaints and retention rates.</li> </ul>
<b>Experiences/Qualifications/Professional Development</b>	<ul style="list-style-type: none"> <li>• Qualification in social work, social sciences or related discipline or equivalent knowledge and experience at level of very skilled team member. Is capable across the full range of competencies required at this level of work.</li> </ul>	<ul style="list-style-type: none"> <li>- Presents and provide certified copies of qualifications and experience as part of the recruitment process.</li> <li>- Participates in professional development opportunities in accordance to Metro P&amp;P guidelines.</li> </ul>
<b>FUNCTIONAL RESPONSIBILITIES</b>		

<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Understands a variety of complex client needs.</li> <li>• Undertakes service delivery liaison/ communication with clients in respect to a variety of complex problem resolutions involving multiple service delivery methods.</li> <li>• Confidently provide alternatives and organises referral through a comprehensive understanding of the range of services offered within the Metro assist and those offered by the general and specialist communities (external).</li> <li>• Share decision making with family and key stakeholders about children and young people to ensure that there is an appropriate balance between the risks, safety and wellbeing.</li> <li>• Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures that the service is accessible, safe and friendly and appropriate referrals are made.</li> <li>- Delivers information and available resources to groups in various settings (schools, home, community centres etc) as directed by Team leader or FFIM.</li> <li>- Use a child focused strengths based models in casework to improve outcomes</li> <li>- Has a working knowledge of complex clients needs and developing case plans with the client.</li> <li>- independently facilitate family-led, collaborative case planning processes that support parenting capacity, emotional wellbeing, economic stability, and connection to culture and community.</li> <li>- Makes appropriate and effective referrals to internal and external services and programs.</li> <li>- Adheres to relevant policies and guidelines relating to clients consent and clients understand their case plan.</li> <li>- Makes appropriate judgement on client intake and eligibility within a cultural sensitivity perspective.</li> <li>- Maintains and records data and feedback ensuring clients files are up to date and current.</li> <li>- Feedback from clients and stakeholders.</li> <li>- Adheres to identified targets in program workplans, funding agreement and KPI's</li> </ul>
<b>Case work/Case Management</b>	<ul style="list-style-type: none"> <li>• Identifies the needs of clients with a variety of complex needs and contribute to the development of individual care plans that include the provision of multiple internal/external services.</li> </ul>	<ul style="list-style-type: none"> <li>- Is able to establish trust, credibility and rapport with clients through a therapeutic model.</li> <li>- Discusses case allocation and caseload with Team Leader or Family Financial Inclusion Services Manager (FFISM) and executes the role with competence.</li> </ul>

	<ul style="list-style-type: none"> <li>• Advocate for clients and make warm referrals to appropriate services, ensuring access to timely, effective supports that meet identified needs</li> <li>• Facilitate family-led, collaborative case planning processes that support parenting capacity, emotional wellbeing, economic stability, and connection to culture and community.</li> </ul>	<ul style="list-style-type: none"> <li>- Case management protocols, guidelines and follow-up are understood and enacted.</li> <li>- Provides timely reports to case management processes.</li> <li>- Ensure that all client's case notes and information is current and entered into CDS reporting on a regular bases.</li> <li>- Feedback from clients and stakeholders.</li> </ul>
<b>Family / Community / External Agencies Relationships</b>	<ul style="list-style-type: none"> <li>• Assists clients and their families to resolve variety of complex matters. Supports clients and their families in the areas of community participation and opportunities.</li> <li>• Assists with building strong working relationships with other agencies and works to extend these links and build establishing client referrals into the program.</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitates families' engagement with services and social support networks.</li> <li>- Fosters positive working and collegial relations and collaborations with other agencies.</li> <li>- Build positive relationship with external stakeholders to establish links for current clients and referral pathways for new clients to participate within the TEI program.</li> <li>- Work flexibly and responsively to meet the diverse needs of children, young people, and families, including attending outreach support and home visit</li> <li>- Feedback from clients and stakeholders.</li> </ul>
<b>Community Development/Capacity Building/</b>	<ul style="list-style-type: none"> <li>• Undertakes a variety of complex practical tasks requiring an understanding of theory relevant to local early intervention &amp; prevention / community development/capacity building.</li> <li>• Develops groups in assigned area and is a point of reference for less experienced staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Is conversant with, and able to apply principles relating to community development and capacity building.</li> <li>- Contributes to the organisation's body of knowledge relating to their program and practices.</li> <li>- Executes the establishment of support groups.</li> <li>- Feedback from clients and stakeholders.</li> </ul>

		<ul style="list-style-type: none"> <li>- Participates in relevant interagencies and services networks, and fosters collaborations with local services.</li> <li>- Supports other team events and activities.</li> <li>- Monitors emerging issues among local communities that impact on child and family wellbeing.</li> <li>- Maintains and records data and feedback from community engagement.</li> </ul>
<b>Stakeholder relations</b>	<ul style="list-style-type: none"> <li>• Maintains positive relations with local services, interagency and other stakeholders.</li> <li>• Promotes the image of clients and encourages participation and engagement among local families and communities.</li> <li>• Presents a positive image of the organisation in all activities and engagement with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Works collegially and collaboratively with other services and agencies, and participates in relevant service networks.</li> <li>- Facilitates clients' engagement with other agencies and support services.</li> <li>- Adopts a strengths-based approach when working with families and groups and promotes achievements.</li> <li>- Promotes the organisation's and program's achievements through available means.</li> </ul>
<b>Cultural knowledge</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>- Is sensitive to the cultural needs of clients and is able to engage bilingual or interpreter support when needed.</li> <li>- Takes steps to ensure that clients understand information and their case plans.</li> </ul>

		<ul style="list-style-type: none"> <li>- Seeks feedback from clients and stakeholders to inform work practices and service improvement.</li> </ul>
<b>Compliance/Reports</b>	<ul style="list-style-type: none"> <li>• Adheres to compliance and reporting requirements.</li> <li>• Assists with the implementation of new/amended compliance and reporting requirements.</li> </ul>	<ul style="list-style-type: none"> <li>- Provides timely and accurate reports, case notes and data to Team Leader or FFISM.</li> <li>- Complies with the intake, allocation, engagement timeframe and process when working with clients.</li> <li>- Proactively informs Team Leader or FFISM and colleagues of issues as they arise and/or during supervision sessions.</li> <li>- Maintain and update all internal and external (DCJ) online reporting tools that fall in line with the program.</li> <li>- Works within the team to achieve individual and Team KPI's.</li> <li>- Ensure that all reporting and case files (paper based and electronic) are of the highest quality standard, case notes are thorough and entered into data reporting portals regularly, and data is protected to ensure client's information is confidential.</li> <li>- Ensure that all data reports and KPI's are achieved collectively and individually.</li> <li>- Is conversant with, and adapts quickly to program and operational changes.</li> <li>- Participate in the organisation's data reporting obligations using designated reporting tools.</li> <li>- Seeks feedback through staff and client surveys and develops case studies to increase the organisation's knowledge base.</li> </ul>

		<ul style="list-style-type: none"> <li>- Understands and adheres to relevant legislation (WHS, child protection/ DV legislations) and adheres to organisational policies and code of behaviour.</li> </ul>
<b>Business Communications</b>	<ul style="list-style-type: none"> <li>• Prepares short reports and accurate case notes.</li> <li>• Liaises and participates in discussions with staff and external agencies at all levels.</li> <li>• Deals with routine correspondence from outside centres.</li> <li>• Acts as minute secretary at meetings.</li> </ul>	<ul style="list-style-type: none"> <li>- Responds in a timely and efficient manner to emails, and correspondence.</li> <li>- 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).</li> <li>- Is able to write and maintain minutes of meetings.</li> <li>- Feedback from staff and stakeholders.</li> </ul>
<b>Problem Solving/Innovation</b>	<ul style="list-style-type: none"> <li>• Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory.</li> </ul>	<ul style="list-style-type: none"> <li>- Engage in planning with staff, Team Leader or FFISM and other services to address barriers to client access with the aim of strengthening services.</li> </ul>
<b><u>Special Projects/Tasks</u> As and when required by [Executive Officer/Manager/Team Leader]</b>	<ul style="list-style-type: none"> <li>• As and when required by the Team Leader or FFISM to work on specific projects/events related to the core functions of the program.</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfactory completion of tasks/role within defined scope, specification, time frames and budget.</li> </ul>

#### 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 April 2025**

**Employee Acknowledgement**

I acknowledge the following:

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

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

---