
Information Pack

Staying Home Leaving Violence Case Worker (Homelessness Services)

Dear Applicant,

TFSS is looking for a part-time (20 hours per week) fixed-term (until 30th June 2021) Case Worker to be part of the Domestic Violence team within our Homelessness Services Stream. The Case Worker will assist in delivering the Staying Home Leaving Violence program, working with women aged 18 years and over in the Inverell local government area, who have separated from a violent partner or family member and who choose to remain in their own home or a home of their choice. The successful applicant will be able to work independently, and relate to individuals and families with complex needs.

All staff are valued and respected, and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Included in the package you will find:

- The Job/Position Description including Competencies and Outcomes required for the position

Please return your application(s) to:

Human Resources Officer
TFSS
P.O. Box 1088
TAMWORTH NSW 2340

Or by email to:

applications@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three professional referees (a minimum of one must be from a recent manager or supervisor)
- A cover letter outlining why you believe you are suited to the role and how you meet each of the Competencies and Outcomes (Essential and Desirable Criteria) as listed in the position description for this position.

Selection for interview will be based on:

1. Applicants returning both of the above documents, and,
2. Applicants satisfactorily meeting each of the Competencies and Outcomes (Essential and Desirable Criteria).

For more information contact:

Lynda Townsend
Service Stream 4 Manager
Ph- 02 6763 2342

CLOSING DATE FOR APPLICATIONS:

5pm Friday, 15 January 2021

Position Description	
1. Position Title	Case Worker
2. Service	Homelessness Services
3. Program	Staying Home Leaving Violence (SHLV)
4. Location	Inverell
5. Reporting Manager/ Team Leader	Service Steam 4 Manager
6. Award	Social, Community, Home Care and Disability Services Industry Award (MA000100)
7. Classification	Social and community services employee, Level 3
8. Position Terms	20 hours per week fixed-term until 30 June 2021
9. Probationary Period	6 Months

Competencies and Outcomes
<p>Essential:</p> <ul style="list-style-type: none"> I. Possession of, or progress towards, minimum Diploma level qualifications in Community Services and/ or demonstrated work experience. II. Demonstrated experience in case management, including ability to network/ liaise with community service providers. III. Demonstrated ability to work with women aged 18 years and over and/or women with children 0- 16 years who have been affected by Domestic/ Family Violence. IV. Good relationship and rapport building skills including the ability to work collaboratively and cooperatively with clients with complex needs and with other service providers and agencies. Demonstration of high-level written skills including the ability to observe, process and report in writing on individual and relationship behaviour in a complete, accurate and timely manner. V. Demonstrated ability to use initiative, be self-directed and to work as part of a team. VI. Understanding of cultural issues with the ability to work with minority groups such as those with a non-English speaking background, and Aboriginal and Torres Strait Islanders. VII. Understanding of Child Protection and knowledge of the Keep Them Safe initiative including the role of mandatory reporting. VIII. Satisfactory Working With Children Check IX. Current Driver's Licence
<p>Desirable:</p> <ul style="list-style-type: none"> I. An understanding of the Tamworth Family Support Programs II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines III. Understanding of the demographics and relevant issues within the geographical area of the program IV. Registered and comprehensively insured motor vehicle V. National Police Criminal History Check VI. First Aid Certificate

Organisation Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

TFSS Vision

Thriving Communities, Endless Possibilities

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program and Position Objectives

- To work with women aged 18 years and over in the Inverell area who have separated from a violent partner or family member and who choose to remain in their own home, or a home of their choice. This includes women who experience ongoing abuse after separation.
- The Case Worker will fully participate in the Domestic Violence Team, aiming to bring creativity, enthusiasm and optimism to the work. Through direct work with families and collaborative working relationships with external agencies, the team members will ensure that the program provides excellent services that make a significant difference to the lives of all family members.
- The Case Worker will assist in delivering case work within the SHLV project. They will work with the Domestic Violence and the Homelessness Services Manager to ensure that the project is incorporated into the wider service network and that solid, collaborative relationship are developed and maintained.
- This role requires a solid understanding of and ability to work with the issues that confront Aboriginal families when working with mainstream organisations.
- This position may require planned overnight trips for training or development purposes.

Key Capabilities		
Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	1.1.1 Utilises own community networks to achieve established outcomes. 1.1.2 Contribute to staff forums and meetings about key community issues. 1.2.2 Participates effectively in networks and community meetings to advance. 1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes. 1.1.4 Maintains basic awareness of current community issues and knowledge of relevant organisations. 1.2.5 Demonstrates commitment to social justice and social inclusion.
	Community	
	Partnerships and collaboration	
	Knowledge of Community	
	Social Justice	
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	2.2.1 Manages time and uses tools effectively to assist with planning and organising. 2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct. 2.1.3 Takes responsibility for work outcomes and enacts authority as defined in the Position Description. 2.1.4 Demonstrates common sense, and uses established strategies to solve routine problems. 2.1.5 Contributes to ideas for improved ways of working.
	Ethics	
	Taking Responsibility	
	Problem solving	
	Initiative and Enterprise	
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	3.2.1 Advocates for clients to advance their interests 3.1.2 Provides accurate written information using forms, log books, templates appropriate to the task. 3.1.3 Speaks politely and explains issues and information clearly to clients, members and colleagues. 3.1.4 Participates actively in staff meeting and shares information to improve work environment outcomes. 3.1.5 Demonstrates active listening and asks appropriate questions when dealing with clients, members and colleagues.
	Written Communication	
	Verbal Communication	
	Public	
	Interpersonal Skills	

Key Capabilities		
Stream	Descriptor	Tier
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision Strategic Focus Team Dynamics Conflict Management Diversity	4.1.1 Maintains enthusiasm and understands own role in achieving the organisational mission. 4.1.2 Follows work plan and prioritises key tasks. 4.1.3 Openly shares information, participates and contributes to team discussion. 4.1.4 Consider the views of others and aims for team cohesion. 4.1.5 Values diversity in the team and supports colleagues
Resources, Assets and Sustainability. (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement Equipment and assets	5.1.3 Makes low cost purchases and achieves value for money. 5.1.4 Takes care when using and maintaining equipment and aids.
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	6.2. 1 Demonstrates reflective and evidence based practice. 6.2.2 Builds knowledge of client issues and requirements to improve practice 6.2.3 Provides clients with high quality service and appropriate referrals 6.3.4 Supports team to value and work effectively with client diversity 6.4.5 Fosters a culture of respect for clients confidentiality and dignity

Key Capabilities		
Stream	Descriptor	Tier
Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Achieving Results Complaints handling and continuous improvement	7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. 7.2.5 utilises feedback from complaints to improve programmes and reviews own performance
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and Development	8.1.1 Maintains a positive approach to change and adapts to new or different ways of working. 8.1.2 Takes advantage of opportunities for learning and growing skills. 8.1.3 identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine change. 8.2.4 Supports the use of new technology and develops skills to master new technology. 8.1.5 Prepares own development plan in consultation with Service Stream Manager.
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy Quality Risk Management WHS Legislation and Compliance	9.1.1 Achieves targets in work plan and understands link with strategic goal. 9.1.2 Ensures that own work meets the organisations quality requirements 9.1.3 Ensures that risks are identified and reported in own work context. 9.1.4 Ensures safety of self and others in work environment 9.2.5 Is aware of relevant legislation and licensing requirements and ensures compliance in work practice

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> • Build and maintain a professional rapport with each service program within TFSS • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] • Prioritise to achieve the objectives of TFSS and the objectives of each program • Provide appropriate communication based on the audience receiving • Follow processes and systems to maintain accurate records. 	As per TFSS policies and procedures
Responsibilities	<p>To contribute to the operational objectives of the workplace, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined; • Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge; • Identification of specific or desired performance outcomes; • Contribute to interpretation and administration of areas of work for which there are no clearly established procedures; • Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined; • Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints; • Provide administrative support of a complex nature to management; • Exercise responsibility for various functions within a work area; • Provide assistance on grant applications including basic research or collection of data; • Undertake a wide range of activities associated with program activity or service delivery; • Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material; 	As required

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> • Provide a reference and research information service and technical service including the facility to understand and develop technologically based systems; • Where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> – Liaise with other professionals at a technical/professional level; – Discuss techniques, procedures and/or results with clients on straight forward matters; – Lead a team within a specialised project; – provide a reference, research and/or technical information service; – Carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods; – Perform a range of planning functions which may require exercising knowledge of statutory and legal requirements; – Assist senior employees with the planning and co-ordination of a community program of a complex nature. 	
Workplace Standards	<ul style="list-style-type: none"> • Comply with the Quality Improvement Policy; • Promote and demonstrate a commitment to continuous improvement across TFSS; • Understand and comply with TFSS policies, procedures and workplace standards; • Maintain and ensure privacy and confidentiality • Take active responsibility for your own wellbeing in the workplace and gain assistance if required; • Use TFSS resources efficiently and effectively and treat them with due care; • Advise your Manager of any obligations in relation to secondary employment; • Report any improper conduct; • Assist in the general maintenance, cleanliness and presentation of workplace facilities. 	As per TFSS policies and procedures

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> • Knowledge of statutory requirements relevant to work; • Knowledge of organisational programs, policies and activities; • Sound discipline knowledge gained through experience, training or education; • Knowledge of the role of the organisation and its structure and service; • Specialists require an understanding of the underlying principles in the discipline. 	As required
Organisational relationships	<ul style="list-style-type: none"> • Works under general direction from the Service Stream Manager; • Supervises other staff and/or volunteers or works in a specialised field. 	As required
Finance and Administration	<ul style="list-style-type: none"> • Accurately and objectively report feedback; • Ensure completion of timesheets and have them sent through to the Service Stream Manager weekly/fortnightly; • Ensure all appropriate receipts and travel claims are sent through with time sheets. 	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> • Actively participate in 1:1/supervision; • Assist management to identify employee's own professional development needs; • Attend relevant professional development opportunities in order to fulfil your role; • Participate in cultural competencies, training and activities; • Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service; • Actively participate in a service evaluation and staff appraisals, review of job descriptions; • Attend relevant meetings in relation to your role. 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>

Safety & Risk Management	<ul style="list-style-type: none"> • Take reasonable care of your own health and safety; • Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; • Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act; • Raise any concerns in relation to WHS with your Health and Safety Representative or Manager; • Report all accidents, incidents, injuries, hazards and equipment faults to your Manager or Health and Safety Representative immediately; • Report to work in a fit and proper condition, so that you are able to competently undertake your duties. 	As per TFSS policies and procedures
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Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Client Safety & Child Protection	<ul style="list-style-type: none"> • Provide a safe, comfortable physical environment for clients and their children; • As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; • Report any misconduct committed by staff against a person under 18 years; • Ensure that your actions do not expose clients or children to harm; • Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW). 	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
Professionalism and Conduct	<ul style="list-style-type: none"> • Work as part of a team in delivering quality outcomes for TFSS; • Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders. 	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> • All complaints are acted on and handled within policy; • Manager is aware of complaints immediately. 	Compliance with TFSS Policies and Procedures

Extent of Authority

- Act within policy and procedure;
- Make final decisions within the case planning practice;
- Required to set outcomes within defined constraints;
- Provides specialist technical advice;
- Freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- Solutions to problems generally found in precedents, guidelines or instructions;
- Assistance usually available.

Decisions that are Referred to your Direct Manager

- All issues that require a sign off/approval from the Service Stream Manager or those with delegation of authority to do so;
- Issues outside of policy guidelines;
- Complaints from families or service providers;
- Requests for new business from Funding Bodies;
- Complaints from Funding Bodies.

Conditions of Employment:

All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Board from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name