
Information Pack

Case Worker fixed-term full-time 38hours per week Service Stream 3

Dear Applicant,

TFSS is looking for a full-time fixed-term case worker for a 6 month period to be part of the Youth Hope team in Tamworth. The successful applicant will be able to work independently, and relate to families and young people with complex needs.

Included in the package you will find:

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

Please return your expression of interest and an updated resume to:

Human Resources
Tamworth Family Support Service
P.O. Box 1088
TAMWORTH NSW 2340

Or by email to: applications@tfss.com.au

Please ensure that you include the following in your expression of interest;

- Your up to date resume, including three referees (a minimum of one must be from within the previous 3 years)
- A document titled "Selection Criteria" outlining 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 the above documents

For more information contact:

Lisa Hetherington
Service Stream 3 Manager
Ph- 02 6763 2333

Closing Date for Expressions of Interest Friday, 30 October 2020

Position Description	
1. Position Title	Case Worker
2. Service	Service Stream 3
3. Program	Youth Hope
4. Location	Tamworth
5. Reporting Manager/ Team Leader	Service Stream 3 Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and Community Services Employee, Level 4
8. Position Terms	Full-Time Fixed-Term Concluding Friday, 16 April 2021
9. Probationary Period	Not applicable

Competencies and Outcomes
<p>Essential:</p> <ol style="list-style-type: none"> I. Prerequisites <ul style="list-style-type: none"> • relevant Degree with relevant experience; or • Associate Diploma with substantial experience; or • qualifications in more than one discipline; or • less formal qualifications with specialised skills sufficient to perform at this level; or • attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required. II. Extensive case management experience demonstrated through working with clients who have complex issues; and demonstrated ability to network/liaise with community service providers. III. Extensive knowledge of Domestic and Family Violence IV. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds. V. Detailed understanding of the child protection framework and mandatory reporting requirements VI. Driver's Licence VII. Working with Children Check employee number
<p>Desirable:</p> <ol style="list-style-type: none"> I. An understanding of TFSS 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

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

The aim of the Youth Hope program is to develop and implement innovative approaches that will increase family functioning, healthy relationships, educational outcomes and community connections, in turn enabling children and young people to stay at home safely whilst reducing re-reporting to Community Services and entry into the out-of-home-care system.

Youth Hope Case Workers will:

- Provide at-risk children, young people and their families with support, including intensive and tailored support
- Undertake relevant risk assessments
- Utilise brokerage to support meeting the case management goals
- Provide timely and accurate data as required by the program guidelines and manager
- Develop family connectedness
- Provide cultural appropriate work practices
- Developing additional parenting, communication and support skills for parents, young persons and care-givers
- Promoting protective and nurturing environments for clients
- Embrace interagency Case Management to ensure holistic service
- Assist the Team Leader and Manager to implement and promote the program to achieve high quality service delivery
- Make concerted efforts to meet program guidelines in response to referral/s
- Become competent in the case management system (SCARF)
- Ensure the objectives of the program are met

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	1.2.1 Researches community needs and concern and provides community development/education.
	Community	1.2.2 Participates effectively in networks and community meetings to advance
	Partnerships and collaboration	1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations.
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Social Justice	1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence service sector.
	Time Management	2.3.1 Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
	Ethics	2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct.
	Taking Responsibility	2.2.3 Takes responsibility for work outcomes and assist others to understand role and responsibility,
	Problem solving	2.2.4 Assists with resolution of clients, members and colleagues problems.
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Initiative and Enterprise	2.1.5 Demonstrates initiative and enterprise and supports others to work more effectively.
	Advocacy	3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation.
	Written Communication	3.2.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audiences.
	Verbal Communication	3.3.3 Provides informed, meaningful and relevant messages when communicating with staff, clients and members.
	Public Speaking	3.2.4 Uses relevant facts to express clear and logical arguments in meetings and other forums.
	Interpersonal Skills	3.2.5 Demonstrate appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communication.

<p>Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)</p>	<p>United Vision Strategic Focus Team Dynamics Conflict Management Diversity</p>	<p>4.2.1 Generates ideas for innovation and enhanced working practices to achieve organisational mission. 4.2.2 Contributes to team plans and relates team work to strategic objectives. 4.2.3 Offers constructive feedback and provides balanced and informed perspective at team meetings. 4.2.4 Recognises the differences of opinion and work towards the resolution of team conflict. 4.2.5 Builds team spirit and supports team members development.</p>
<p>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.)</p>	<p>Procurement Equipment and assets</p>	<p>5.2.3 Researches market and attains value for money when making purchases or contracting work. 5.1.4 Takes care when using and maintaining equipment and aids.</p>
<p>Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)</p>	<p>Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity</p>	<p>6.2. 1 Demonstrates reflective and evidence-based practice. 6.3.2 Demonstrates detailed knowledge of client member issues and builds research links. 6.2.3 Provides clients with high quality service and appropriate referrals 6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour. 6.4.5 Fosters a culture of respect for client's confidentiality and dignity</p>
<p>Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy t and implementation to guide work practices</p>	<p>Policy Development and Implementation Program Development Achieving Results Complaints handling and continuous improvement</p>	<p>7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices. 7.2.2 Contributes to program objectives, develops and implements simple project plans. 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 programs and reviews own performance</p>

<p>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)</p>	<p>Change adaptability</p> <p>Multi-skilling</p> <p>Creativity and Innovation</p> <p>Technology</p> <p>Learning and Development</p>	<p>8.2.1 Support change management and assists others to adapt and adjust to change.</p> <p>8.2.2 Works collaboratively with people from different disciplines and share skills and knowledge.</p> <p>8.2.3 Generates and shares ideas and encourages to reflect on activities and develop ideas for innovation and improvement.</p> <p>8.2.4 Supports the use of new technology and develops skills to master new technology.</p> <p>8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify.</p>
<p>Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)</p>	<p>Strategy</p> <p>Quality</p> <p>Risk Management</p> <p>WHS</p> <p>Legislation and Compliance</p>	<p>9.2.1 Contributes to team work plan and ensures that own work outcomes are achieved.</p> <p>9.2.2 Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements.</p> <p>9.1.3 Ensures that risks are identified and reported in own work context.</p> <p>9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context.</p> <p>9.3.5 Manages work practices to comply with relevant legislation and licensing requirements.</p>

Position Specific Functions		
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		As required
	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; • Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration; • Undertake a minor phase of a broader or more complex professional assignment; • Assist with the preparation of or prepare organisation or program budgets in liaison with management; • Set priorities and monitor work flow in the areas of responsibility; • Provide expert advice to employees classified at lower levels and/or volunteers; • Exercise judgment and initiative where procedures are not clearly defined; • Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required; • Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation; • Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation • Undertake publicity assignments within the framework of the organisation’s publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing; • Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; • Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; • Plan, co-ordinate, implement and administer the activities and policies including preparation of budget; • Develop, plan and supervise the implementation of educational and/or developmental programs for clients; • Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting; 	

	<ul style="list-style-type: none"> • Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> – under general direction undertake a variety of tasks of a specialised and/or detailed nature; – exercise professional judgment within prescribed areas; – carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation; – provide reports on progress of program activities including recommendations; – exercise a high level of interpersonal skills in dealing with the public and other organisations; – Plan, develop and operate a community service organisation of a moderately 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 well being in the workplace and gain assistance if required • Use TFSS resources efficiently and effectively and treat them with due care • Advise your manager or team leader 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
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> • Knowledge of organisational programs, policies and activities; • Sound discipline knowledge gained through experience; • knowledge of the role of the organisation, its structure and services. 	As required
Organisational relationships	<ul style="list-style-type: none"> • Work under general direction; • Supervise other employees and/or volunteers 	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 Program Manager weekly/fortnightly • Ensure all appropriate receipts and travel claims are sent through with time sheets 	As per TFSS policies and procedures

<p>Professional Development</p>	<ul style="list-style-type: none"> • Actively participate in 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>
<p>Safety & Risk Management</p>	<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 Supervisor, 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 	<p>As per TFSS policies and procedures</p>
<p>Client Safety & Child Protection</p>	<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) 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

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 ASAP 	As per TFSS policies and procedures

Extent of Authority

- Act within policy and procedure
- Make final decisions within the case planning practice
- Exercise a degree of autonomy;
- Control projects and/or programs;
- Set outcomes for lower classified staff;
- Establish priorities and monitor work flow in areas of responsibility;
- Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Decisions that are Referred to your Direct Supervisor

All issues that require a sign off/approval from the Service Stream Manager or those with the 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 within the:

- TFSS Letter of Engagement
- The Position Description
- The relevant Industrial Award (s)
- TFSS Policies and Procedures and program specific protocols and guidelines
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name