

<b>Position title</b>	IFPS Senior Case Worker	<b>Reference</b>	SCW-IFPS-NHUL-EARO
<b>Reporting to</b>	Manager Family Services	<b>Location</b>	Nhulunbuy
<b>Division</b>	East Arnhem Regional	<b>Section</b>	Youth Services
<b>Approved</b>	EM Community Care and Access	<b>Date</b>	28/08/2019
<b>Comments:</b> Please note that this position requires flexibility to work outside of normal hours			

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will provide child centred and family focused intensive casework and practical support for vulnerable families to work towards identified child protection goals to enable children to remain safely in their home. Coming from a trauma-informed and strengths based approach, you will work directly with families that have been/are subject to a Territory Families child protection investigation to develop a Family preservation Plan (FPP), to build on support networks, family strengths and connections to community and culture to encourage positive decision making, build capacity to self-manage and promote the safety and wellbeing of children as a priority. This position requires well developed collaboration and networking skills to ensure all services meet the family's needs, builds capacity of the target group and regional service system and raises community awareness about the nature, extent and appropriate responses to families involved with the child protection system. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position Specific Requirements

1. Higher education qualification in social work, psychology or social sciences or related field (or willingness to undertake relevant studies) and/or significant experience in a casework, case management or family support role
2. Knowledge of the child protection system and local child, youth and family services
3. Experience in assertive outreach strategies and ability to effectively engage with families with challenging and/or trauma related behaviours through the delivery of support work
4. Demonstrated ability to manage crisis situations and make good decisions under pressure
5. Ability to maintain personal and professional boundaries
6. Ability to promote services and raise awareness of issues impacting on families and create innovative responses to address needs
7. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders
8. Well-developed writing and ICT skills including the ability to maintain client related records and produce good quality internal and external documentation in a timely manner
9. Demonstrated teamwork skills, resilience, ability to work independently, multitask and work under pressure and commitment to a productive, cooperative and friendly workplace
10. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.

6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

## Key Responsibilities

### 1. Provide trauma informed, culturally safe and outcome focused support & group work

- Engage effectively with vulnerable families who may display challenging and/or trauma related behaviours associated with child abuse, neglect or family breakdown
- Using tailored and responsive approaches and therapeutic case work interventions, work collaboratively with the family to develop and implement a family Preservation Plan (FPP)/Out-of-Home-Care Plan (OOHCP).
- Provide professional child centred and family focused support and practical assistance to the families, including further referrals to other identified services if required, in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation
- Undertake regular home visits to allocated families and undertake agreed tasks identified in the FPP/OOHCP, noting this may include working side by side with families to establish health, hygiene and household management routines and positive parenting behaviours
- Provide culturally safe and inclusive practices which respect diversity and support Indigenous families to maintain connection to family, culture and country
- Undertake safety and risk audits, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations
- Contribute to a service culture of family participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care

### 2. Provide & participate in stakeholder engagement activities

- Maintain networks of relevant government and non-government organisations and relevant private providers to leverage support for the target group
- Ensure engagement with stakeholders to develop and work together on family goals of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing vulnerable families
- Support and participate in regular documented team meetings, assessments, case reviews and case conferences which include general business, client updates / case reviews, service planning and in-service training

### 3. Provide program administration, client records and reports

- Maintain comprehensive client documentation, including FPP/OOHCP are developed and updated, ensuring data is entered correctly into the IFPS database, and client file records are up to date and ready for audit and/or provision to external authorities as required
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met
- Contribute to regular reporting to Territory Families and Catholic Care and internal reporting, ensuring content is accurate and of high quality
- Undertake other tasks as directed by the Program Manager Family Services and Regional Operations Manager East Arnhem Regional Office commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required

### 4. Maintain program quality within IFPS

- Embed reflective practice into IFPS to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures; with a strong focus on prevention, mitigation of risk, effective case management and reflective practice
- This role may require some flexibility in hours and frequent driving to communities across the Gove Peninsula region.

### **General Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

### **Delegation of Authority**

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).