

Position Description		
<b>Job Details</b>		
<b>Position Title:</b> Family Preservation Caseworker – Intensive Family Preservation		<b>Year:</b> 2021
<b>Department:</b> Family Support		
<b>Reports directly to:</b> Manager Family Support		<b>Direct Reports:</b>
Background Information		
<b>Qualifications</b>	<i>Undergraduate</i>	Tertiary Qualifications in Social Work, Psychology, Counselling or other relevant discipline
	<i>Postgraduate</i>	
	<i>Other</i>	Registration with relevant peak body
CatholicCare Western Sydney & The Blue Mountains Overview		
<p>CatholicCare Western Sydney and the Blue Mountains (CatholicCare) is a not-for-profit that aims to serve the community of the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CatholicCare respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>CatholicCare provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> <li>• Child Education Services</li> <li>• Families, Counselling and Wellbeing</li> <li>• Disability and Aged</li> <li>• Homelessness</li> <li>• Community &amp; Engagement</li> </ul> <p>As a not for profit, CatholicCare relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.</p>		

## Working for CatholicCare Western Sydney & The Blue Mountains

CatholicCare's ability to provide high quality services to people who are disadvantaged is directly dependent on the experience, knowledge and professionalism of its staff.

With more than 200 employees and volunteers, CatholicCare employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CatholicCare is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CatholicCare is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CatholicCare we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

## CatholicCare Western Sydney & The Blue Mountains Values

At CatholicCare, our values underpin everything we do and how we do it.

**WE EMBRACE EVERY JOURNEY** with gratitude and love

- **WE ARE AVAILABLE** with an open mind and heart
- **WE BUILD TRUST** with integrity and respect
- **WE ADVOCATE** with patience and passion
- **WE PERSEVERE** with resilience and belief

## Role Purpose

This position is to provide effective, flexible, high quality Intensive Family Preservation (IFP) support services to families to better protect the most vulnerable members of our community and break the cycle of disadvantage by reducing entry into out-of-home care (OOHC) using a therapeutic casework approach.

You will provide casework support and strengthen the functioning of families who have children at risk of significant harm (ROSH) and are at imminent risk of placement in OOHC. The target group includes children and young people aged unborn to 17 years and includes parents who are pregnant.

The model is an integrated and evidence-based/evidence-informed approach to supporting and problem solving issues with families and preventing children and young people's re/entry to OOHC.

You will be responsible for working with people to implement our person centred service delivery model through:

- understanding their needs and purpose in life
- providing support and opportunities for meaningful connection to the community through solidarity
- valuing cultural diversity by recognising the human dignity of every individual
- striving for a community where no one feels alone or isolated
- supporting people at all stages of life to manage difficulties and rediscover their strengths through subsidiarity and participation.

## Key Responsibilities

The position is to provide integrated and coordinated services tailored to address parental vulnerabilities and keep children and young people safe in their home. This will include:

- providing case management and supports known to mitigate abuse and neglect
- providing in-home crisis intervention with provision of 24/7 on-call support
- providing structured home visiting focusing on the reduction of child abuse and neglect
- building and maintaining a relationship with the family to foster ongoing engagement
- implementing a continuum of care approach to support family safety, welfare and wellbeing to support behaviour change, sustain gains, and identify new needs
- working alongside the family to care for the child and young person and providing services and supporting parenting /child interaction and in-home practical support
- providing parents with trauma treatment, counselling, resources and support to address risk issues of drug, alcohol or mental health concerns
- ensuring that the child and young person is provided with appropriate strengths focused and evidence-based wrap around supports
- building and developing relationships with stakeholders including Department of Communities & Justice (DCJ) ensuring appropriate strengths focused and evidence based wraparound supports are provided
- working with people from a variety of cultural and socio-economic background including Aboriginal backgrounds
- case management that is undertaken in an ethical, collaborative, transparent, respectful and culturally responsive manner and always prioritises the child and young person's safety, welfare and well-being needs

- Embed evidence-based therapeutic modalities in service delivery and ensure all practice is meeting current best-practice standards as delineated by state and federal legislation, relevant peak bodies, and other relevant stakeholders and auditors
- Understanding and implementation of a holistic model of care that engages internal and external referral pathways to ensure comprehensive support for clients with respect to their individual needs and prioritises a warm handover
- Strong understanding, knowledge and collaboration with the social service sector
- Clear and concise documentation that utilises therapeutic language and demonstrates progress made toward case plan goals
- Maintains client information and files to the strictest standards set forth by state and federal mandates to protect client privacy
- Documentation of every client interaction and timely, ongoing review of service outcomes
- Initiate and document client feedback on service delivery and other program matters as needed and on an ongoing schedule including escalating complaints and privacy breaches to appropriate parties within timelines set by program or legislative mandates
- Participation in regular clinical and organisation supervision
- Provide quality integrated service, including effective liaison/communication with clients, confidentiality, diversity awareness, and provision of information and the effective use of internal and external referral practices is achieved, to the satisfaction of the Manager and client
- Managed caseload to ensure equitable work spread and contract acquittal and effective waitlist management
- Sound service coordination processes are practiced and documented
- Opportunities for secondary consultation are sourced and encouraged
- Meetings are regularly attended and documented as required
- Referral pathways are negotiated and documented
- Client feedback is received and appropriately processed
- Agency reports are received in a timely way
- Case notes and progress notes are recorded professionally and accurately
- Policies and procedures are adhered to
- Maintenance of appropriate documentation and case file notes
- Participation in supervision – individual and peer
- Attendance at and participation in team meetings
- Attendance at and liaison with local, state and national networks and other professional support mechanisms to maintain professional standards

This position is responsible for:

- identifying and appropriately escalate client risk, health & wellbeing matters in accordance with authorised processes and quality standards
- providing comprehensive, time framed case plans and timely and relevant case notes
- collecting Client Satisfaction Nepean Blue Mountains Local Health District Surveys
- participating in training, professional development and regular professional supervision
- ensuring statistical information/data and other information meets reporting requirements

### **Knowledge, skills, experience & compliance – Required to perform this role**

- Qualifications in Social Work, Psychology, Counselling or other relevant discipline
- Experience, skills and current evidence-based practice knowledge to perform the role
- Demonstrated experience working with high risk, complex families with multiple needs
- In depth understanding of The Children and Young Persons (Care and Protection) Act 1998, and experience managing issues of risk of harm

- Demonstrated professional case management skills
- Excellent verbal and written communication skills
- Demonstrated ability to work independently and as part of a multidisciplinary team
- Demonstrated experience working with people from a variety of cultural and socio-economic background including Aboriginal backgrounds
- Ability to take direction, participate in training and professional development and support and participate in regular professional supervision
- Hold a valid Working with Children Check (WWCC)
- Hold a current National Criminal History Check clearance

### Personal Attributes

- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		