



## Macarthur Family and Youth Services

*Supporting children, young people, families and  
Communities to be the best they can be.*

Dear Applicant,

Thank you for expressing an interest in the Full Time Caseworker position.

Macarthur Family & Youth Services is looking for an enthusiastic, skilled and dedicated person to provide child focused outreach family support to families with dependent children and young people.

Aboriginal applicants are encouraged to apply.

The position is required under legislation to follow procedure checks in accordance with the NSW Child Protection (Working with Children) Act 2012.

All applicants selected for interview will need to provide the following information:

- Current Working with Children Check number
- Original qualification certificates
- Proof of identity (100 points ID)
- Drivers license
- Vehicle comprehensive insurance and registration

A police check will be completed on the preferred applicant.

Please be prepared to provide details of referees, which will include your most recent supervisors, only referees of the preferred applicants will be contacted.

Applications are encouraged to address the selection criteria in the Job Description to progress to interview.

If you need help with this information or want to obtain a Job Description feel free to contact the administration team on: 02 4620 4667 or [admin@mfys.org.au](mailto:admin@mfys.org.au)

Please email the completed applications to the Director: [veck.a@mfys.org.au](mailto:veck.a@mfys.org.au)

Applications close 5pm 7 April 2025.

We look forward to receiving your application.

Yours Sincerely  
Veck Apostolovski  
Director  
Macarthur Family & Youth Services



# **Macarthur Family and Youth Services**

*Supporting children, young people and communities*

*to be the best they can be.*

## **Full Time Caseworker Position Description Candidate Information**

|                          |  |
|--------------------------|--|
| <b>POSITION TITLE:</b>   | <b>Caseworker</b>  |
| <b>Position Status:</b>  | Permanent  |
| <b>Location:</b>         | 16 King Street Campbelltown NSW 2560<br>There will be variable sites of work dependent on service delivery needs.  |
| <b>Responsible to:</b>   | Director   |
| <b>Direct Reports:</b>   | None   |
| <b>Pay Level:</b>        | Pay Level: Social Community, Home Care and Disability Services Industry Award 2010<br><br>Level 3 or 4 depending on qualifications and experience.<br>As a not for profit organisation, our employees are able to take advantage of: <ul style="list-style-type: none"> <li>▪ Salary packaging up to \$15,900 of salary tax free.</li> <li>▪ Salary packaging up to \$2,650 meal / entertainment.</li> <li>▪ Supervision.</li> <li>▪ Flexible work arrangement including Working from Home subject to targets and operational needs.</li> <li>▪ Paid Christmas shutdown.</li> <li>▪ 6 weeks Long Service Leave at 7.5 years.</li> <li>▪ Laptop and phone</li> <li>▪ EAP – independent confidential counselling.</li> <li>▪ Excellent training and professional development.</li> <li>▪ Team building activities that include cultural and Christmas lunches, celebrating achievements and monthly awards / recognition.</li> <li>▪ An inclusive culture of dedicated, passionate and professional team members.</li> </ul> |
| <b>Annual leave:</b>     | 4-weeks per annum  |
| <b>Hours:</b>            | 35 hours per week (7 hours per day) 5 days per week.   |
| <b>Probation period:</b> | 6 months from commencing work  |

## **JOB DESCRIPTION**

### **JOB PURPOSE:**

This position delivers services through the Child Youth and Family (CYF) program to families with children 0-17 years.

The role will provide child focused outreach family support to families who have dependent children. A holistic approach is to be taken in providing a supportive role when assisting cares in improving their parenting skills and creating a safer environment for their children.

The caseworker will hold a case load between 15 and 20 families depending on complexity.

The Caseworker will provide quality services to clients through case management and assessing the risks, strengths and needs of the child and family. Planning and coordination of a variety of appropriate supported services. Meeting the individual child's needs while monitoring and evaluating the effectiveness of the services being delivered.

Caseworker is to undertake activities to implement the case plans for families including information and advice, support, advocacy, and referrals to relevant agencies or specialist services, and skills development to help the client and family achieve outcomes.

Maintain professional development in relation to identified best practices, understanding and apply reporting requirements including Mandatory Reporting and other legislative requirements.

Will ensure that all reporting and case files (paper based and electronic) are of the highest standard, and data is protected to ensure client's information is private and confidential.

The Caseworker will deliver services in accordance with organisational policies, procedures and Code of Conduct.

The Caseworker is supervised by a Senior Caseworker.

### **SCOPE OF ROLE:**

The Caseworker will be responsible for the day to day provision of the CYF program.

### **DUTIES & KEY RESPONSIBILITIES:**

The CYF program is intended to prevent children from entering out of home care and to support families staying safe and at home together. This will require regular home visits, assessing risks, implementing the family goals and at times contact with Department of Community Justice (DCJ).

Provide support to families and children to develop skills that will assist them to:

- Identify, manage and reduce child protection concerns
  - Improve safety by regularly sighting the child and assessing for dangers
  - Engage, empathise and develop professional relationships with families and their children
  - Work intensively with the client and family to identify goals and develop strategies to improve their situation
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- Regularly meet with the client and family to review goals, overcome barriers and achieve outcomes in timeframes
- Use empathetic listening and problem-solving skills to identify the needs and develop suitable plans of support
- Make referrals to other supports and services to meet the needs of families and their children
- Empower the family with skills and knowledge to manage their future needs

Use group work strategies to:

- Deliver groups to families and their dependent children including information sessions
- Provide support to families that will encourage confidence and self-determination
- Keep appropriate records and collect statistics for reporting processes

Other responsibilities include:

- Carry out all administrative tasks required or as directed including e.g. case file management, data collection and data entry.
- Attend supervision and case review meetings, reporting on activities and working towards personal and professional development
- Participate in organisation planning, reviewing internal processes as required
- Participate as part of the service network, developing and maintaining links with other services, government agencies and schools, in order to enhance collaboration and avoid duplication

### **SPECIFIC FUNCTIONS:**

Work collaboratively with families in their own home, community centre or in group situations. Support families to achieve their goals using the following eight domains:

Economic, Family Relationships, Education and Skills, Safety, Home, Health (Physical and Mental Health), Social and Community, Empowerment.

- Other activities as directed by the Director

## **SELECTION CRITERIA:**

1. Qualification in social work, social sciences or related discipline
2. Experience providing casework to children, young people and or families
3. Demonstrate your understanding of the issues affecting families, including homelessness, mental health, drug and alcohol and domestic violence
4. Experience working with families with child protection concerns
5. Experience facilitating groups
6. Strong interpersonal skills and demonstrated experience in developing professional and interagency relationships
7. Proven ability to maintain accurate and thorough case notes and complete reporting requirements to the highest standard
8. Competence in use of keyboard and standard PC software
9. Drivers licence and access to a vehicle with comprehensive insurance
10. NSW Working with Children Check Clearance & Criminal Record Check

## **Information for Candidates**

### **Terms and Conditions of Employment:**

Macarthur Family & Youth Services works under the **Social, Community, Home Care & Disability Services Award 2010**

The post is subject to a probationary period in accordance with relevant industrial instruments during which your performance will be reviewed. During this probationary period, either party may terminate the contract by giving the appropriate notice.

### **Location:**

The main place of work will be at 16 King Street, Campbelltown.  
There will be variable sites of work dependent on service delivery needs.

### **Your application will need to include:**

- **Your current resume**
- **Statement against each of the Selection Criteria outlined in this Job Description**

### **To Apply:**

If you wish to receive a copy of the Job Description, information package and selection criteria please contact the office on: 02 4620 4667

Please email your application to the Director at: [veck.a@mfys.org.au](mailto:veck.a@mfys.org.au)

**Closing date: 7 April 2025**

When progressing to interview you will be required to provide referees including your most recent Manager / Supervisor.