



# Macarthur Family and Youth Services

*Supporting children, young people and communities*

*to be the best they can be.*

## 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 There will be variable sites of work dependent on service delivery needs.
<b>Responsible to:</b>	Team Leader and Director
<b>Direct Reports:</b>	None
<b>Pay Level:</b>	Pay Level: Social Community, Home Care and Disability Services Industry Award 2010  Level 3 or 4 depending on qualifications and experience. 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>▪ Internal and cultural external supervision.</li> <li>▪ Flexible work arrangement including Working from Home subject to operational needs.</li> <li>▪ Christmas shutdown with leave.</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>▪ Celebrating NAIDOC and other cultural events.</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>	38 hours per week between the hours 8.30am and 5.30pm (7.6 hours per day) 5 days per week between Monday and Friday.
<b>Probation period:</b>	6 months from commencing work

## **JOB DESCRIPTION**

### **JOB PURPOSE:**

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

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 parents in improving their parenting skills and creating a safer environment for their children.

The Caseworker will adhere to guidelines and provide quality services to clients through case management and support, assessing the strengths and needs of the child and family, including any risks, planning, and coordination of a variety of appropriate supported services. To meet the individual child's needs while monitoring and evaluating the effectiveness of the services being delivered.

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

A function of the Caseworker is to undertake activities to implement the case plans for client and 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.

They 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 and in accordance with conditions identified in funding agreements.

### **POSITION IN ORGANISATION:**

Caseworker role reports directly to the Team Leader and Director.

Support and direction may at times be provided by other Team Leaders.

### **SCOPE OF ROLE:**

The Caseworker will be responsible for the day to day provision of family support.

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

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

- Deal with immediate crisis
- Improve the health and wellbeing of children and young people
- Meet the demands of parenthood
- Encourage individual family members to identify and achieve their goals
- Strengthen relationships within the family

- Provide links to appropriate support services
- Contribute to their communities

Use casework strategies to:

- Identify, manage and reduce child protection concerns
- Improve safety by regularly sighting the child and assessing for dangers
- Engage, empathize and develop professional relationships with families and their children
- Work intensively with the client and family to identify goals and develop strategies to improve situation
- 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

Use group work strategies to:

- Provide non-judgmental support to families and their dependent children through a variety of group work and information sessions
- To research, develop, deliver and review education and information groups
- To 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 monthly supervision and case review meetings, reporting on activities and working towards personal and professional development
- Participate in organisation planning, reviewing internal processes and policies 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

- Comply with statutory provisions and adhere to the policies and procedures of the organisation
- Other activities as directed by the Team Leaders or Director

## **SPECIFIC FUNCTIONS**

Work collaboratively with families in their own home, community centre or in group situations. Support families to achieve their goals in areas such as but not limited to:

- Using child focused strengths based models in casework to improve outcomes
- Preventing homelessness and or family breakdown
- Improve the understanding of challenges that childhood and child development bring for the family
- Improved parenting skills / strategies
- Support families in improving their financial management
- Improved child and young person's self esteem
- Support family coping with social pressures
- Linking families to education, vocation and employment opportunities
- Alleviation of social isolation and improving community networking
- Improved household organisation
- Increased knowledge and management of health issues
- Support families to improve their communication and confidence in the community
- Educate families on the range of services they can access and improve their independence
- Advocate for family members

**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 including excel
9. Current full 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:**

To receive the information package and selection criteria please contact the administration team on: 02 4620 4667

If you have questions relating to the position please contact Jaya Kunjaboo on: 02 4620 4667

Please email your application to the Acting Director at: [jaya.kunjaboo@mfys.org.au](mailto:jaya.kunjaboo@mfys.org.au)

**Closing date: 21 July 2023**

**Previous applicants need not apply.**

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