



## JOB DESCRIPTION

<b>Position Title:</b>	Family Case Worker
<b>Accountable To:</b>	Manager
<b>Salary &amp; Conditions:</b>	SCHCADS Level 5 - Paypoint 1 (fixed)
<b>Funding Source:</b>	South Eastern Sydney Local Health District (SESLHD) Mental Health Services

### ACCOUNTABILITY OBJECTIVES:

Family Case Workers are required to follow the Principles of Family Work and the Aims and Objectives of St George Family Support Services Inc (SGFSS).

This position will work alongside and within the Nurturing Connections (NC) team in South Eastern Sydney Local Health District (SESLHD) Mental Health Services and will provide case management and community linkages and support to families accessing the NC service.

NC is an innovative early intervention program focused on enhancing the caregiver-infant/young child relationship. It aims to develop caregiver capacity, fostering positive outcomes through dyadic interventions, practical resources and community connections.

NC focuses on primary caregiver/s facing complex mental health challenges, including moderate to severe mental health conditions, complex trauma, and various parental stressors such as substance dependence, family and domestic violence, disrupted attachment history, unstable housing, financial and social challenges. The focus is on caregivers struggling to establish secure emotional connections and healthy relationships with their infants or young children, either prenatally or from birth to the child's fifth birthday.

The NC team will work with families to support them with their mental health and in the ongoing development of healthy relationships with their children and will offer a range of therapeutic interventions (individual and group). The SGFSS family worker will support the family in accessing practical resources and community connections.

### DUTIES AND RESPONSIBILITIES:

#### GENERAL:

- Promote and maintain safe work practices in accordance with SGFSS policies and current legislation.
- accountability to NC team and NC manager and collaboration with NC team around information sharing, joint care planning, case review meetings and other meetings as needed (in line with the Service Level Agreement)
- Keep up to date with relevant legislation regarding health and safety, child protection, family law, domestic violence and other related legislation
- Ensure the effective delivery of services in a timely and appropriate manner
- Share resources, information, and relevant training and funding opportunities with manager and team
- Access supervision and support as required
- Work in collaboration with major stakeholders
- Maintain privacy and confidentiality at all times within the boundaries of legislative responsibility

- Manage own time, setting priorities, planning and organising own work
- Exercise sound judgement, knowledge and skills
- Perform duties of a specialised nature requiring the development of expertise particularly around domestic/family violence, parenting and child development
- Identify specific or desired performance outcomes for each program
- Exercise responsibility for various programs within work area
- Liaise with other professionals relevant to the needs of each client
- Show initiative in the delivery of programs and services to a diverse client base
- Take responsibility for a range of duties including but not limited to: casework, group work and workshops which may require a knowledge of statutory and legal requirements
- Maintain knowledge of procedures, service guidelines and / or statutory requirements relevant to SGFSS's operation
- Accountability to NC team and NC manager and collaboration with NC team around information sharing, joint care planning, case review meetings and other meetings as needed (in line with the Service Level Agreement)
- Other duties relevant to the position as requested by the manager in consultation with staff

#### **OFFICE DUTIES:**

- Maintain office records as required including client files, timesheets, travel logs, receipts etc
- Maintain, collect and record data and information for required reports including quarterly reports, DEX reports, statistics, and evaluations
- Ensure maintenance of resources
- Answer telephone calls, record accurate messages and deliver to recipient as required
- Maintain the security, cleanliness and hygiene of the office premises at all times, including the playroom
- Collect and record data and information for the purpose of accountability, evaluation and the reporting process

#### **INFORMATION AND REFERRAL:**

- Provide information about SGFSS to the community, clients and other services when requested / where appropriate
- Accept appropriate referrals from other services / community members
- Refer community members / clients to services that best meet their needs
- Ensure that appropriate and consistent information is provided to clients / prospective clients
- Provide relevant resources to clients
- Keep up to date with current legislation, research, studies, information, resources and services available
- Consult with other services as required

#### **COMMUNITY LIASON AND DEVELOPMENT:**

- Keep informed with issues impacting on families in the St George area and develop and implement programs to address these issues in line with the strategic plan
- Network and promote the organisation to other agencies in the community
- Attend relevant interagency and committee meetings, seminars and forums

### **SERVICE DEVELOPMENT:**

- Develop work plans
- Participate in the planning and ongoing development of the service
- Consult with the Manager and other staff in the development of annual organisational plans
- Attend team meetings
- Attend relevant training and development activities
- Attend professional and clinical supervision
- Participate in the evaluation process of the organisation
- Undertake annual work reviews
- Develop and maintain strong, collaborative partnerships
- Provide assistance with grant applications including basic research or collection of data
- Assist with the planning and coordination of any community program
- Attend appropriate community meetings as required

### **CASE MANAGEMENT (support and advocacy):**

- Provide respectful support to families
- Conduct family assessments
- Develop and implement a case plan in consultation with families
- Provide families with a range of options and resources available to assist in meeting their goals
- Provide support and advocacy as required
- Maintain sensitive client casework files and records
- Consult with other services as required
- Refer families to local relevant services
- Support families in their parenting roles using evidence based frameworks
- Build and maintain strong networks
- Complete Domestic Violence Safety Assessment Tool (DVSAT)
- Develop Safety Plans
- Arrange for interpreter services as required in consultation with the client
- Contribute to the development, control and administration of a records management system
- Undertake computer operations requiring expertise and experience in relevant programs

### **GROUP WORK / PARENTING PROGRAMS / WORKSHOPS:**

- Develop programs that support parents in their parenting roles and have evidence / research based frameworks
- Organise and maintain resources
- Facilitate processes that are welcoming, encouraging and build relationships
- Build and maintain strong networks
- Provide evidence based parenting information and educational material
- Conduct ongoing evaluation



## **ST GEORGE FAMILY SUPPORT SERVICES INC.**

### **Family Case worker - Permanent to June 2025**

#### **Selection Criteria**

##### **Essentials**

- Tertiary qualifications (minimum Diploma) or equivalent experience (minimum 5 years) in welfare sector and demonstrated experience in working with children and families
- Experience working with families with complex needs including significant mental health concerns, victims of domestic/family violence
- Knowledge and understanding of Child Protection issues
- Trained in Trauma Informed Care
- Understanding and commitment to Strengths Based practice
- Commitment to Principle of self determination
- Ability to work independently and as part of a team
- Knowledge and experience in planning and facilitation of evidence-based parenting programs
- Awareness of cross-cultural issues
- Experience in the provision of casework to vulnerable families
- Ability to engage and work in partnership with families
- Sound written and oral communication skills
- IT skills
- Own comprehensively insured vehicle and current drivers licence
- Fluency in English both spoken and written
- Working with Children and Australian Police checks.

##### **Desirables**

- Knowledge of local services
- Community Language
- Ability to use digital Case Management systems
- Knowledge of Data Exchange System

Written applications: addressing the selection criteria, resume and the provision of at least 2 referees



## **ST. GEORGE FAMILY SUPPORT SERVICES INC.**

### **INFORMATION FOR JOB APPLICANTS**

#### **1. Knowledge, skills, abilities and experience**

The Selection Criteria & Job Description provide the basis for the entire selection process and, specify the knowledge, skills, abilities and experience required for the satisfactory performance of the position you are applying for.

#### **2. Selection on Merit**

St. George Family Service Inc. is an Equal Employment Opportunity employer. All appointments to positions are based on merit. Therefore, each applicant is assessed on merit against the knowledge, skills, abilities, experience, qualifications and standard of work performance identified in the Selection Criteria & Job Description.

The applicant, who demonstrates the most merit against these criteria in their job application and at interview, is recommended to the Management Committee for the position and, is subject to Working with Children Check.

#### **3. The Selection Criteria**

The selection criteria are the basis of the position and detail the knowledge, skills, abilities and experience required for the position. You must address these criteria in your job application.

#### **4. Obtaining More Information about the Position**

The enquiries contact named in the job advertisement can provide further information about the position. Speaking to this person can help you decide whether to apply for the job, and answer any questions or queries you may have. It is useful to conduct some research about the agency and the local area and issues.

#### **5. The Closing Date**

Your completed application must be received by the closing date specified in the job advertisement. If you do not believe that you can meet this deadline, you can contact the designated enquiries contact to seek approval to submit a late application. Late applications are accepted at Management's discretion.

#### **6. Your Job Application**

The Job Application is the first step in the selection process and is your opportunity to gain an interview. After reading the job advertisement and this information package, and then speaking to the enquiries contact, you should consider whether you meet all of the stated essential requirements of the position. If you feel you do meet the requirements, you should then consider whether you will apply for the position.

If you do not meet all of the essential requirements specified in the advertisement, or cannot clearly demonstrate that you meet the essential requirements, it is unlikely that you will be considered for the position. In this case, your application will be eliminated (or culled) from consideration for interview.

It is your responsibility to convince the selection committee that you are the best candidate for the position. As the selection of candidates for interview is based solely on the information provided in the application, you must ensure that the information you provide is sufficient for the selection committee to assess the strength of your application.

## **7. Your Claim for the Position**

This is the most important part of the job application and will determine whether you get an interview.

The Claim for the Position allows you to demonstrate how you meet the selection criteria of the position. You must clearly detail how you meet each of the advertised selection criteria by addressing them separately. For each of the selection criteria, make a separate heading and then detail your knowledge, skills, abilities and experience and ensure that you emphasise your major achievements by giving examples. Include any non-working or volunteer activities, such as involvement in a community organisation, where you have gained relevant skills and experience.

Some key words and what they mean when used in selection criteria:

*Demonstrated knowledge/experience:* Provide examples from your work history proving you have this area of knowledge or expertise.

*Ability to:* Describe how your skills, knowledge, abilities and experience gained in other areas prove that you are capable of doing this part of the job. Describe your past achievements that prove you could do this kind of work.

*Experience in:* Give examples to show that you have done this type of work.

*Effective; Proven; Highly Developed; Superior:* Show your level of achievement or proficiency by giving as much detail as you can and giving examples to show your level of skills, knowledge, abilities and experience.

*Good Communication Skills:* You must show that you have the communication skills needed to do the job. You can include your experience in dealing with people, details of things you have written or presented, and examples of problems you have solved using your communication skills. For written material, include publications or reports you have written, and note the target audience or purpose of the document or publication.

*Knowledge of specific legislation:* State if you are familiar with the specified legislation. Include your experience interpreting comparable or other forms of legislation or procedures.

As well as the specified selection criteria, you are asked to show your knowledge and understanding of the common selection requirements listed below.

- Equal Employment Opportunity (EEO)
- Occupational Health & Safety (OH&S)
- Ethical Practice
- Access & Equity
- Domestic/Family Violence and Child Protection

You will have to demonstrate specific examples from your work history where you have applied these principles,

## **8. Your Resume**

Your resume should provide clear, concise and current information including:

- Your personal details Education and training
- Employment history — name of organisation, period of employment, job title, major duties and responsibilities, main achievements
- Skills/experience gained — inside and outside of work

- Name, address and contact telephone numbers of at least two (2) referees who can provide the selection committee with information on your knowledge, skills, ability and experience in relation to the requirements of the advertised position. Advise your referees that you are applying for the position.

## **9. The Selection Committee**

The Selection Committee is responsible for selecting the best suited candidate for the position. The selection is based on merit and the selected candidate will best satisfy the selection criteria. The selection committee must base its decision on material presented by the applicants in writing, at interview, and from referees.

The Selection Committee (or Panel) is usually made up of three (3) members:

- Convenor (Manager or other person delegated by the Management Committee )
- Two Family Support Workers
- Admin Manager

## **10. The Cull**

This is where the selection committee reviews all applications submitted for the position against each selection criteria. A 'short list' of applicants to be called for interview is created.

If there are a large number of applicants meeting all selection. criteria, the committee will select candidates for interview on the basis of how strongly they meet the selection criteria.

## **11. The Interview**

If you are short listed, you will be contacted at least three (3) working days' notice before the interview. You will be advised of the date, time and location of your interview, and who the panel members are.

To prepare for your interview, familiarise yourself with your application and the job description. Anticipate questions that the selection committee may ask from the selection criteria and formulate responses. Questions will always relate to the selection criteria, the functions of the job, your skills, knowledge and experience.

The selection committee can only base its decision on the information provided by you at interview and in your job application. You will be asked a set of questions relating to the position you are applying for and, at the end of the interview, you will be given the opportunity to add any information in support of your application and ask questions.

Some Common Problems at Interview:

- If you do not fully understand the question, you may ask for the question to be repeated or asked in a different way.
- Your mind goes blank on a matter that you know, raise the points you can remember and ask if you can return to the question at the end of the interview.
- You remember something about an earlier question, refer to the earlier question at the end of the interview and provide the additional information.
- You know a lot about a topic but are not sure how much detail is required, summarise the main points and ask if there are any points you should expand upon.

After all interviews are completed, the selection committee will recommend a candidate for the position. The Convenor will contact the relevant referees and organise Working with Children Check and Criminal Records Checks and seek approval by the Management Committee.

On successful completion of this process, you will be contacted by telephone and informed.

This will be followed by a letter of offer confirming your employment and will include salary, award, and hours of work, employment status, probationary period and date of commencement.

In the event that you have not been successful, you will receive an email informing you within 2 weeks or less of the interview.

The *Commission for Children and Young People Act 1998* makes it an offence for a prohibited person (a person convicted of a serious sex offence, the murder of a child or a child-related personal violence offence, as well as a Registrable person under the *Child Protection (Offenders Registration) Act 2000*) to apply for or otherwise attempt to obtain, undertake or remain in, child-related employment. It does not apply if an order from the Industrial Relations Commission, Administrative Decisions Tribunal or Commission for Children and Young People, declares that the Act does not apply to a person in respect of a specific offence.

Section 33B of the *Commission for Children and Young People Act 1998* defines a serious sex offence as:

- an offence, involving sexual activity or acts of indecency, committed in New South Wales and that was punishable by penal servitude or imprisonment for 12 months or more; or
- an offence, involving sexual activity or acts of indecency, committed elsewhere and that would have been an offence punishable by penal servitude or imprisonment for 12 months or more, if it had been committed in New South Wales; or
- an offence under section 80D or 80E (sexual servitude) of the *Crimes Act 1900*, committed against a child; or
- an offence under Sections 91D-91G (child prostitution, other than if committed by a child prostitute) of the *Crimes Act 1900* or a similar offence under a law other than a law of New South Wales; or
- an offence under Section 91H, 578B or 578C (2A) (child pornography) of the *Crimes Act 1900* or a similar offence under a law other than a law of New South Wales; or
- an offence of attempting, or of conspiracy or incitement, to commit an offence referred to in the preceding paragraphs; or
- any other offence, whether under the law of New South Wales or elsewhere, prescribed by the regulations.

NOTE: A conviction for carnal knowledge is classified as a serious sex offence under this legislation.

Section 33B of the *Commission for Children and Young People Act 1998* defines a child-related personal violence offence as an offence committed by an adult:

- involving intentionally wounding or causing grievous bodily harm to a child; or
- of attempting, or of conspiracy or incitement, to commit such an offence.

Under *Commission for Children and Young People Act 1998*:

- it is an offence for a prohibited person to apply for or otherwise attempt to obtain, undertake or remain in child related employment;
- employers must ask existing employees, both paid and unpaid, and preferred applicants for child-related employment to declare if they are a prohibited person or not;
- all people in child-related employment must inform their employers if they are a prohibited person or remove themselves from child-related employment; and
- penalties are imposed for non-compliance.





# St George Family Support Services Inc.

42 Jubilee Ave, Carlton NSW 2218  
Tel: (02) 9553 9100 Fax: (02) 9553 8711

<b>APPLICATION FOR EMPLOYMENT</b>			
POSITION TITLE		DATE	
<b>PERSONAL DETAILS</b>			
LAST NAME	FIRST NAME		MR MRS MS MISS
ADDRESS			
MOBILE:		TEL OTHER:	
Email			
<b>REFERENCES</b>			
NAME	ORGANISATION	POSITION	CONTACT NO.
<b>APPLICATION CHECKLIST</b>			
<ul style="list-style-type: none"><li>▪ I have identified the position I am applying for on this form.</li><li>▪ I have attached my resume/CV which provides details on academic qualifications and work experience.</li><li>▪ I have attached my claim that addresses the essential and desirable selection criteria.</li><li>▪ I have provided my Working with Children Check number.</li><li>▪ I have included my National Police Check</li></ul>			
Applicant's signature		Date / /	
<i>For Office Use Only</i> <ul style="list-style-type: none"><li>■ Interview Granted</li><li>■ Interview Date</li><li>■ Interview Outcome</li></ul>		<ul style="list-style-type: none"><li>■ References Checked</li><li>■ Working With Children Check verified</li><li>■ National Police Check verified</li></ul>	