



Application Information Package for the job opportunity:

Team Leader/Case Worker

Reference Number: 011SAGE



Thank you for your interest in this position. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description
- Position details
- Selection Criteria

Applications Close: COB (5pm) Thurs 15 Aug 2024

About the employer...

Our Client, SAGE Community Services aka Parramatta/Holroyd Family Support Inc., is a not-for-profit, non-Government organisation supporting vulnerable children, women and families living primarily in the Parramatta and Cumberland local government areas.

They provide specialist family support and domestic violence case management programs, counselling services, and group work. SAGE Community Services works closely with clients and other local agencies, to provide strengths-based, client-focused support to respond to issues including (but not limited to); child development and behaviour, family violence and safety, social isolation, and access to information and services. SAGE is based in Pendle Hill, NSW.

Vision

A world where people thrive in their homes and communities.

Purpose

Supporting children, women and families to be safe, nurturing, empowered and connected to their communities

SAGE's Values

Compassion: We genuinely care about people

Respect: We treat people with dignity. We believe all people have strengths and are experts in their own lives.

Empowerment: We support people to have the confidence and freedom to speak out and make choices that impact on their lives.

Partnership: We work together, not alone.

Inclusion: We welcome and celebrate diversity. We strive to be accessible.

Integrity: We are honest, open, ethical, and fair. We can be trusted to keep our word.

Excellence: We are dedicated to maintaining high standards and seek to continually improve.

Leave work each day feeling part of making a difference to the local community! Find out more on their website www.sagecommunity.org.au

Some of the great benefits provided to employees...

- Increase your take home pay with Salary Packaging
- Some above Award conditions
- Opportunities for multi skilling and up-skilling
- High level of diversity in role
- Excellent working environment

About the Opportunity...

The role includes proactively contacting men who have recently experienced domestic or family violence to assess DFV risk, create safety plans, offer information and referrals provide case management services as identified (including face to face support where appropriate). In addition the Team Leader is required to provide management supervision and oversight to the Safer Pathway's team, develop and maintain systems to support service delivery and effective collaborative working relationships with stakeholders and partners and contribute to organisational outcomes as part of the management team.

About the Program...

The Safer Pathway Local Support Services is a NSW Government funded program that supports male victim/survivors of domestic and family violence (aged over 16) through tailored, coordinated services based on their needs and level of threat to their safety.

COVID-19...

SAGE strongly encourages all employees to be fully vaccinated for COVID-19 (including booster) due to the nature of the work including working with vulnerable members of the community. Employees are required to comply with SAGE COVID19 Safety Plan, Policies and Procedures. Please note, the successful applicant may be required to provide their proof of vaccine certificate which will be securely stored in their personnel file.

Child Related Employment...

This role is classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the [Office of the Children's Guardian website](#)

Position Details...

Status:	Part Time
Term:	ongoing, dependent on funding
Hours per week:	32hrs per week in total
Days of work:	Monday - Friday
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award
Salary:	Salary classified at Level 6. Pay point to be determined with successful applicant based upon skills and experience. For current Award rates please click here
Positions available:	There is 1 vacant position being advertised
Location:	Based in Pendle Hill, NSW Opportunity for 1 day per week to be worked from home
Travel required:	The role is based in Pendle Hill but covers parts of Parramatta and Cumberland LGAs, therefore will require some travel.

Probationary Period...

A three-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Pre-employment checks required...

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia
- Criminal Background Check
- COVID vaccination verification

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

The Position Description...

Team Leader/Case Manager – LSS Position Description

Program Overview

The Safer Pathway Local Support Services is a NSW Government funded program that supports male victim/survivors of domestic and family violence (aged over 16) through tailored, coordinated services based on their needs and level of threat to their safety.

Key Result Areas

- Human Resources Management
- Case Management
- Policy and Practice
- Quality Improvement

Description of Duties

Coordination and Leadership: Safer Pathway Local Support Services (LSS) Team

- Oversee the operations of the LSS Casework Team within a trauma informed service framework in collaboration with the Executive Officer and the Leadership Team
- Provide leadership and mentoring to the LSS team both formally (management supervision) and informally
- Organise, facilitate and document case allocation meetings and program meetings to support service delivery, staff development and improvements to practice
- Ensure SAGE Community Services (SAGE) and the LSS are represented at Safety Action Management Meetings (SAM) in the funded LGA's and at other community development activities and inter-agencies to promote safety and address domestic and family violence
- Develop and maintain effective collaborative working relationships with key stakeholders and partners including NSW Police, Local Courts, WDVCS, SAM agencies, Legal Services, Homes NSW and other support services to ensure effective planning and delivery of services
- Contribute to positive change by identifying opportunities for improved practice and designing innovative responses to problems
- Develop and enhance the skills and abilities of the LSS team with the objective of delivering high quality services in a positive supportive working environment
- Lead a culture that supports the early identification of problems or grievances, with a view to timely and positive resolution
- Contribute to positive change by identifying opportunities for improved practice and designing innovative responses to problems
- Develop and maintain systems (including but not limited to: access, allocation, intervention, record-keeping, and evaluation) for programs in collaboration with the Leadership Team
- Provide information as requested by the Executive Officer to ensure all contractual and service standard requirements are met in relation to service delivery
- Support effective collaborative working relationships with key stakeholders to ensure effective planning and delivery of services

Case Management and Coordination

- Facilitate a service model to offer male victim/survivors of domestic and family violence initial contact, case coordination and support
- Undertake comprehensive risk assessment using DVSAT to assess the level of threat
- Implement safety planning and strategies
- Undertake needs assessments and develop case plans
- Conduct outreach and office visits as required to support client needs
- Provide casework, advocacy and warm referral services
- Provide clients with assistance and brokerage to stabilise their personal circumstances and assist them out of crisis
- Make Child Protection Reports and document as necessary
- Assist and support victim/survivors to enhance their existing coping skills, problem solving skills and ability to mobilise resources
- Identify and prioritise client groups currently unable to access support options and develop a clear understanding of client needs
- Liaise with Police and Courts regarding removal of the violent person from the home
- Develop and maintain referral pathways and protocols
- Complete file notes and record keeping

Community Development

- Develop and maintain networks and/or formal partnership agreements with relevant agencies including (but not limited to):
 - NSW Police in the Local Area Commands
 - Local Courts
 - SAM Agencies
 - Housing and Specialist Homelessness Services
 - Legal, Health and Support services
- Influence and create positive change for male victim/survivors through effectively collaborating with sector stakeholder
- Identify partnership opportunities with other sector stakeholders in order to assist with improving outcomes for male victim/survivors
- Establish and facilitate collaborative, innovative and workable partnerships with community partners and NGOs to integrate service provision at a local level
- Encourage cooperative work practices and facilitate innovative approaches to issues of common concern within the community sector
- Participate in committees, forums and working groups as required by service agreement and/or SAGE priorities

Work Health and Safety (WHS)

- Support the safety, health and welfare of the LSS team in consultation with other staff and in accordance with relevant legislation and SAGE Policy and Procedures
- Participate in organisational WHS reviews, Risk Assessments, training and consultative processes as required

Quality

- Demonstrate an ongoing commitment towards quality improvement through policy/procedure review, internal audits and consultations
- Actively participate in developing and maintaining best practice standards in relation to responding to domestic and family violence and the provision of client-centred, trauma informed LSS services (including but not limited to access, allocation, intervention, record keeping, evaluation, collaboration and measurable outcomes)

- Participate in regular reviews and evaluation of the LSS programs
- Ensure the input of accurate and timely data for the purposes of reporting and continuous quality improvement
- Participate in evaluations of SAGE products and services
- Participate in, and have a positive attitude towards, your own professional development, and that of your team members
- Maintain a working knowledge of legislation and good practice relating to the role, including: child protection and mandatory reporting, disability inclusion, and service standards

Teamwork and General Duties

- Demonstrate an active, dedicated commitment to the SAGE Vision, Purpose, Values and strategies, as well as all SAGE policies, procedures and other guiding documents
- Promote a positive image of SAGE in all your work
- Demonstrate a positive approach to working with all other SAGE team members; support and collaborate with others to enhance the SAGE's work and image
- Work closely with the Executive Officer and the Leadership team to ensure a productive and visionary leadership team
- Contribute to positive change by identifying opportunities for improved practice in SAGE service delivery
- Represent SAGE at meetings, events and Inter-agencies as required
- Support the daily routine of SAGE, including responding to enquiries as required
- Participate in SAGE team meetings and staff development processes
- Perform other duties as required from time to time, consistent with the position, as directed by the Executive Officer

Skills and Experience required

- Tertiary qualifications in a relevant field (e.g. social work, community development, public policy, management) or significant relevant experience in the social welfare/health sectors
- Minimum 2 years demonstrated experience in leadership, people management and coaching skills
- Ability to work collaboratively as a key member of the leadership team for the organisation
- Solid background and strong understanding of trauma informed work with victim/survivors of domestic and family violence
- Demonstrated experience providing client focused, collaborative, flexible, case management, including developing case plans, undertaking risk assessments, conducting home visits, providing information and referral and advocacy
- Demonstrated commitment to supporting the needs and rights of people from diverse backgrounds, e.g., Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, LGBTQIA+ communities, and people living with a disability, ensuring a culturally responsive approach
- Outstanding communication skills and capacity to engage others
- Demonstrated capacity to develop and nurture partnerships with a range of stakeholders, including community groups, service provider organisations, business and the private sector, and government departments
- Proven problem-solving skills, including the ability to identify issues, risks and opportunities
- Ability to work both independently and within a small team
- High level of computer literacy (including office 365, online information client management systems)

- Excellent organisational, administrative and time management skills
- Current driver's licence and comprehensively insured vehicle
- Current WWCC and Police Check

Recruitment process...

- You may be invited to initially participate in a brief telephone interview with us to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also
- It is standard practise to interview with a Selection Panel comprised by the employer themselves. The final decision of applicant suitability rests with them and is based on the Selection Criteria.
- Job interviews are intended to occur the week beginning 19th August (date and time to be confirmed). Please ensure you can make yourself available between business hours for an interview, should your application proceed to this stage.

How to Apply...

To apply, please send us your resume including details of your previous work history as well as your educational achievements.

But don't leave it there – include a cover letter (either written or video) that tells us a little more about yourself and why you are applying for the position.

You may also be asked to answer some questions about the selection criteria mentioned in the advertisement and you can do that simply by filling out the questionnaire online (hint – if you have answers typed out in a Word document you can simply copy and paste them into the online form when you're ready).

Answering these questions doesn't to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

When you've got these documents ready to go, head over to our website to fill out the online application form:

www.asterhr.com.au

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please call us on (02) 4555 4634 or email jobs@asterhr.com.au

Thank you for your expression of interest regarding this great opportunity.
Good Luck!