Position Description

POSITION: Senior Child and Family Worker

PROGRAM Resilient Families

LOCATION: Rosebery / Liverpool

RESPONSIBLE TO: Team Leader

RESPONSIBLE FOR: N/A

KEY RELATIONSHIPS: Internal: Manager, Resilient Families; Team Leader, Resilient Families; External: Clients of the service, Community Services, NSW Health, other government and non-government organisations, local community, other stakeholders as agreed with Manager.

TERMS & CONDITIONS: Full-time; requirement to participate in after hours telephone roster; be available to attend home based appointments between 6am and 8pm Monday to Friday and after hours as necessary.

DATE: May 2014

The Benevolent Society helps people change their lives through support and education, and we speak out for a just society where everyone thrives. We’re a not-for-profit and non-religious organisation and we’ve helped people, families and communities achieve positive change for 200 years.

All employees are expected to carry out their work in accordance with the values and beliefs of The Benevolent Society.

Our values are:

Optimism: We are hopeful that even the most complex social issues can be solved and we work towards the best possible results for clients and their communities.

Integrity: We are an ethical, trustworthy and responsible organisation. Those who come into contact with The Benevolent Society will experience us as open, fair and reliable.

Collaboration: We work jointly with others as we believe that together we can tackle the things that prevent communities and society from being caring, inclusive and just.

Respect: We show regard and appreciation for people from all walks of life and honour human difference and diversity.

Effectiveness: Our efforts result in us reaching our organisational purpose

Our beliefs are:

We fight for social justice, for the vulnerable and disadvantaged across Australia

We create connected communities that inspire a sense of belonging and enable people to flourish

We never give up in the pursuit of innovation and progress: we overcome barriers, detractors and opposition to drive positive social change

We make a difference every day, through partnerships that deliver impact.
Respect: We show regard and appreciation for people from all walks of life and honour human difference and diversity.

Effectiveness: Our efforts result in us reaching our organisational purpose

POSITION SUMMARY
The Benevolent Society is the Service Provider for a NSW trial of Social Benefit Bonds. Funds have been raised from private investors to fund an Intensive Family Support Service, Resilient Families for 5 years. The service will have a particular focus on families with young children, however some families with both young and older children will also be supported. Investors’ funds will be returned along with a success payment if TBS’s Intensive Family Support Service, called Resilient Families, succeeds in reducing Helpline Reports, child protection investigations, entries to Out-of-Home Care by at least 5%.

The Senior Child and Family Worker engages and works with a range of families where there are significant and complex vulnerabilities that include neglect, abuse, domestic violence, mental health and parental substance misuse. The aim of this work is to minimise risk and maintain the child or young person within their family network where this is in their best interest.

Service delivery must be consistent with the service agreement with the Social Benefit Bond Investor Trust and with TBS’s philosophies, policies and procedures. A commitment to continuous improvement informed by data obtained during the life of the program is a key requirement of the role.

KEY ACCOUNTABILITIES / RESPONSIBILITIES

Case Management
- Manage a case load of families with complex and significant vulnerabilities.
- Engage families, children and young people in a timely way using a child centered assessment and risk minimisation process to achieve identified positive outcomes.
- Ensure children and young people are actively participating in planning and decision making processes.
- Using the organisations Resilience Practice Framework, with the family to identify strengths as well as areas of risk in order to inform the development of case plans and recommendations which are shared openly with the families, children (and Government and/or NGO agencies if involved).
- Participate in referral and intake processes as required.
- Maintain contact as the ‘key worker’ for the family for the duration of their involvement with the service.
- Develop, monitor and review case plans in accordance with agreed timelines. Review the work done and progress made when work with the family is completed.
- Coordinate the range of services identified in the case plan so that they are provided in a timely and effective way.
- Assist the empowerment of caregiver/s around issues of personal responsibility and parenting within a resilience framework.
- Actively assist families to engage with other services as appropriate.
- Engage in direct work with children and young people as identified by assessment and case planning processes.
- Attend review meetings, case conferences, workers meetings and consultation meetings and ensure that proceedings are recorded.
• Develop and maintain positive relationships and effective communications with other TBS Child and Family employees, Community Services employees and all other professionals that are close to or required to support the family.
• Engage in community development activities as required, including liaison and work with other agencies. Work to increase awareness of the community and agencies in relation to child protection issues.
• Carry caseloads in line with TBS standards

General
• Organise and facilitate group work for children and adults in line with evidence informed practice and family case planning.
• Make reports of child abuse and neglect to Community Services in line with agency policy and mandatory reporting requirements.
• Actively participate in meetings, case work review and supervision and performance reviews with the Team Leader and participate in ongoing professional development.
• Undertake planned work at weekends and evenings if required.
• Participate in Quality Assurance Programs, provide management information and meet all administrative requirements including case recording, reporting of statistics within required time frame.
• Comply with The Benevolent Society Code of Conduct for employees.
• Cooperate with the Society in complying with work health and safety legislation
• Participate in all health and safety training and use appropriate equipment, as directed by the Team Leader/Regional Director.
• Follow Risk Management principles of hazard identification and reporting to ensure all hazards are reported to the Team Leader/Regional Manager and/or a WHS (Work Health and Safety) representative, including hazards for client work in outreach and home visiting.
• Other duties as directed

SELECTION CRITERIA

• Bachelors Degree in Social Work, Psychology or equivalent.
• Excellent knowledge, understanding and at least 3 years experience of working with families with complex needs.
• Thorough understanding of current evidence based practice and models of intervention for working with children and families; with a particular focus on developmental and attachment theories and child protection frameworks
• Proven experience and knowledge of issues that arise in working with families where there are high vulnerabilities, complex needs and issues of mental health, domestic violence, drug and alcohol misuse and child protection concerns.
• Demonstrated ability to work collaboratively and consultatively; and appropriately share expertise within an integrated service delivery environment
• Experience in delivery of services to Indigenous and culturally and linguistically diverse communities.
• Computer literacy, excellent oral and written communication skills and ability to communicate with children and adults from a wide range of socio-economic, professional and cultural backgrounds.
• Possession of a current driver’s license and willingness to drive The Benevolent Society’s vehicles.
• Possession of a valid Working With Children Check clearance
• On-going eligibility to work in Australia.
KEY COMPETENCIES TO BE DEMONSTRATED IN ROLE

Leadership

- Collaborative, ethical, transparent, approachable and highly flexible
- Purposeful – actively supports the TBS direction for Child and Family
- Fosters a positive and high performing workplace culture that is supportive, innovative and outcomes focused
- Demonstrated ability to work as a member of a multidisciplinary team and be self motivated
- Demonstrates excellent interpersonal, conflict resolution and change management skills

Service Delivery

- Therapeutic interventions, casework and assessment experience working with vulnerable families and their children
- Experience in working with young children and their families
- Ability to identify cases involving the risk of, or where there has been proven allegations of child abuse
- Experience in working with families with complex support needs, including drug and alcohol, mental health and domestic violence issues
- Demonstrated knowledge of systemic and child development theory, including modes of assessment and intervention
- Strong understanding of attachment theory and practise
- Capacity to successfully engage with resistant or challenging clients
- Capacity to work from a strengths based resilience approach
- Strong capacity to engage with diverse clients, particularly Aboriginal and Torres Strait Islander and CALD communities
- Keeps useful and legally compliant records
- Must be physically fit to perform the critical demands of the position including: negotiating stairs; carrying small children to cars and lifting small children; and interacting with small children, crouching or kneeling as required in home-based or child care settings.

Self Management

- High level of self awareness. Understands own strengths and areas for development.
- Actively seeks feedback and maintains objectivity in face of criticism. Deals with others emotion without personal involvement
- Maintains personal learning and development – takes responsibility for own development – learns from mistakes
- Responds in a solution focused manner when faced with complex situations or change

Relationship Management

- High level competence in working with key internal and external stakeholders
- Participates in meetings where challenging issues need to be constructively addressed in a solution focused collaborative and constructive manner
- Resolves conflict effectively
- Demonstrates excellent interpersonal skills
- Demonstrates commitment to EEO and non-discriminatory work practice