

JOB DESCRIPTION

Position Title:	Case Coordinator
Position Type:	Part Time, Fixed term contract to 30 June 2022
Location:	Wagga Wagga
Reporting Relationship:	Project Leader, Senior Relationships Service
Position Classification:	The position is classified at Band D (D3-D6) in accordance with the RACR Enterprise Agreement
Remuneration:	\$86,516.68 to \$89,530.63 plus superannuation for the full-time role and PBI benefits
Reviewed:	September 2021

Relationships Australia Canberra and Region (RACR) honours Australia’s First Peoples. We expect every member of staff agrees to work towards their own cultural awareness and fitness and participate in cultural training and discussions during the course of their work with our organisation.

The role

This position strengthens the well-being of older adults experiencing, or likely to experience, abuse through intake, assessment, case management and the provision of counselling and other therapeutic interventions.

Duties

- Engage with and assess eligibility of clients and their presenting issues for the program and make referrals to other relevant services if required.
- Undertake psychosocial assessments and screening for risk and develop and implement client-centred case plans and safety plans where appropriate.
- Provide information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinate access to services required by the client and client's family and monitor their ongoing effectiveness where appropriate.
- Act as a support person for the client in mediation or family conferences within the program and with external organisations and groups that the client and client's family interact with.
- Maintain contact with clients that have difficulty in identifying their own needs and work in a client-centred way including supported decision making and/or working with substitute decision makers when appropriate, and offer outreach services, including home visits.
- Work in partnership with, and engage, local community stakeholders and networks, to raise awareness of, and inspire community commitment to, reducing elder abuse; along with promoting services offered through the Senior Relationships Service
- Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients/cases and their families.
- Maintain appropriate casework statistics, administrative records and written reports.
- Participate in supervision and professional development and attend relevant internal and external meetings.

- Assist with evaluation activities including DSS SCORE assessments and other data collection.
- Assist in creating a safe and healthy workplace and take reasonable care to ensure your own health and safety and the health and safety of others.
- work towards developing and maintaining cultural awareness and fitness through participation in cultural training and discussions Other duties as required.

Selection criteria

1. An appropriate tertiary qualification in social work, psychology, social sciences or equivalent experience.
2. Strong skills and experience in undertaking psychosocial assessments, case management and providing counselling or other therapeutic interventions and in-depth understanding of family violence, elder abuse, ageing and ageing related issues.
3. Demonstrated capacity to relate well to vulnerable clients and other stakeholders.
4. Good written and verbal communication skills and computer literate.
5. Demonstrated ability to work effectively as part of a team.
6. Knowledge of particular issues facing minority and diverse communities and ability to respond respectfully, and in particular with Aboriginal and Torres Strait Islander communities.

Special requirements

- Must provide current proof of the ACT Working with Vulnerable People Card and/ or the NSW Working with Children Check depending on the location.
- Capacity to work outside of normal business hours to support RACR services.
- Commitment to mission and values of RACR.
- Understand and embed restorative principles in their work and interaction with others.
- Regular travel is required