

Aboriginal Women & Children's Crisis Service

Child Support Case Worker

Classification

Social, Community, Home Care and Disability Services Industry Award 2010, SCHCADS Award

Level: 3 or 4, Pay-point to be based and determined on qualifications and experience (plus generous salary packaging)

Appointment status

Position: As per the Funding Agreement under - Department of Communities and Justice.

Employment: Part-time – **56 hours per fortnight over 4 days per week, Monday to Friday.** Staff development is an essential component of this position; therefore, Monday and Wednesday are mandatory and are **non-negotiable**.

The two remaining business days can be discussed further if invited to attend an interview. **No weekend work is available.**

This contract is subject to 3-month probationary period and on-going funding.

Reports to

- Service Manager
- Board of Directors

Service History

The Aboriginal Women and Children's Crisis Service is a crisis accommodation service based in the Inner West Sydney region for Aboriginal women and their children who are escaping domestic violence and or family violence.

Location: Inner West Sydney

Purpose of the position:

- The Child Support Caseworker's primary objective is to provide a variety of support to clients at the service location, and to assist in the entry and assessment of new clients, including accompanying children or young persons who access the service.
- To provide a child safe, child friendly environment that is culturally affirming and promote the self-esteem of all children and young people who enter the service.
- You will be required to set up appropriately aged programs for the children, and playgroup activities involving the mother/carer and provide case management in consultation with the mother.
- Source and maintain up-to-date resources for working with Aboriginal Women and children including practices and approaches.
- Source and purchase equipment and supplies for child support programs and holiday activities when required and receipts for all purchases including petty cash and external holiday activities transactions.
- **On call** will also be a requirement of this position. You will be expected to participate in an on-call roster, and will be paid an additional allowance.

Key External Relationships

- Aboriginal and non-Aboriginal Services
- Specialist Homelessness Services
- Aboriginal Education Engagement Officers and local schools

Key Responsibilities

1. Abide by the organisations Policies and Procedures of the Organisation in line with the **COVID-19 Risk** Management systems including “Code of Conduct” and “Ethical Standards”.
2. Commit to the overarching and principles of the organisation to empower Aboriginal women and children who have experienced domestic and or family violence.
3. Commit to being responsive and sensitive to the specific needs of Aboriginal women and children.
4. Work within a proactive, responsive, trauma informed, strengths based, healing-centred and culturally safe framework to provide flexible, holistic, client centred case management.
5. You will be required to set up appropriately aged programs for the children, and playgroup activities involving the mother and provide case management in consultation with the mother.
6. Commit to liaise and network with the Aboriginal community and develop programs to meet the needs of Aboriginal women and children experiencing or escaping domestic and or family violence
7. Be aware of relevant legislation and mandatory obligations on all issues pertaining to Aboriginal women and children, in particular Interagency Guidelines in relation to staff’s legal responsibilities for reporting children at risk of harm under the Children and Young Persons Act 1998.
8. Achieve outcomes for clients through advocacy and referrals.
9. Adhere strictly to maintaining client’s confidentiality and record keeping.
10. Maintain an ethical, professional, and non-judgemental attitude towards clients, staff, and Board of Management.
11. Excellent prioritisation and time management skills.
12. Promote a safe workplace and identify and address unsafe work practices.

Work with Clients

1. Identifying needs and facilitating programs aimed at engaging children and mothers.
2. Provide a strengths-based approach that is focused on empowering Aboriginal women and children.
3. Support mothers /carers to further develop skills and confidence in parenting strategies.
4. Linking families to activities and programs.

5. Promote the self-esteem of children, young people, and mothers and carers

Participate fully as a Team Member

1. Good communication and able to work in collaboration and respectfully with all staff and Board of management.
2. Attend weekly staff meetings as required.
3. Attend and actively participate effectively in networks and community meetings to advance organisational objectives and to raise key issues with community networks and stakeholders
4. Attend staff training, Conferences and Forums which may require overnight stays outside of the local area when and where possible.
5. Actively participate in the evaluation and implementation of service strategic planning.
6. Engage in ZOOM or virtual meetings and training where possible.
7. Participate in the On Call after hours Roster.
8. Address issues that may affect the smooth operation of the service in a timely manner.

Actively contribute to advocacy and campaigns to improve policies and programs which support Aboriginal women and children experiencing domestic and family violence.

Occupational Health & Safety

1. Take active responsibility for your self-wellbeing in the workplace; monitor and address stress levels and individual/personal needs appropriately.
2. Maintain a safe, clean, and supportive environment that is favourable to the emotional and physical wellbeing of clients, staff, and visitors.
3. Monitor and report any maintenance or repair issues as they arise within the workplace, including vehicles and equipment as part of Occupational Health & Safety within the workplace.

Essential Criteria

1. Demonstrated experience working with Aboriginal people and communities impacted by intergenerational trauma and colonisation.
2. TAFE qualifications or relevant qualifications in social work, children and/or youth services or a related field.
3. Commitment to working within a proactive, responsive, trauma-informed, strengths based, healing-centred and culturally safe framework to provide flexible, holistic, client centred case management.
4. Commitment to empowering Aboriginal women and children who have experienced domestic or family violence and understanding of the possible impact on their lives of domestic/family violence and sensitivity to their needs.

5. Skills in advocacy and referrals to other support services to meet the needs of families and their children.
6. Commitment to maintaining strict confidentiality regarding clients and case management.
7. Maintaining accurate case notes, including both paper and electronic data collection.
8. Ability to work independently and as part of a multidisciplinary team.
9. Ability to use sound judgement, common sense, and act appropriately in a crisis and emergency situation.
10. Ability to work flexible hours, including weekends when on-call.
11. Knowledge of Children & Young Person Act (Care and Protection) Act 1998 and Mandatory reporting.
12. Computer skills including the use of Microsoft Word and Outlook.
13. Must hold a current NSW full Driver's licence with no licence restrictions.
14. Hold or willing to obtain a current Working with Children Check and National Criminal Police Clearances prior to commencement of employment.

Desirable Criteria

1. Current First Aid Certificate (if the successful applicant does not hold a First Aid Certificate, it must be obtained as a priority once employment commences).
2. Experience with or understanding of the Client Information Management System data portal (CIMS) data collection (training can be offered to the preferred applicant).

HOW TO APPLY

We strongly encourage Aboriginal and Torres Strait Islander women to apply.

To apply, send a copy of your resume with a detailed covering letter addressing the essential criteria to:

tracey.manager@awccs.com.au.

Your application must include.

- A covering letter including addressing the essential and desirable criteria.
- Your resume containing, formal qualifications pertaining to the position, employment history and duties of previous positions.

If you do not address the essential and desirable criteria your application will not be accepted

The position you are applying for.

- Your current contact details, email address and mobile/landline.
- Contact details for 2 professional referees who have held managerial positions (one referee must be from your last known employee where possible)
- Describe how your skills and experience meets each essential and desirable criteria.
- If you hold a current Working with Children and National Police Clearance or will to obtain.

Closing date: Monday 10th October 2022 at 5:00pm.

For further information

Contact person: Tracey

Monday – Thursday – office hours 9.30am – 4.00pm

Email address: tracey.manager@awccs.com.au

Phone number: (02) 9558-1702

Note: Private Recruitment agencies need not apply.
