



## Women & Children First

Bringa Women and Children's Refuge  
Delvena Women and Children's Refuge  
Northern Beaches Family Support Service

### Caseworker

POSITION	Caseworker
LOCATIONS	Lane Cove and on occasion and/or Dee Why
REPORTS TO	General Manager
DATE	February 2021
AWARD/AGREEMENT	Social, Community, Home Care and Disability Services Industry Award, Level 4

#### PRIMARY PURPOSE OF POSITION

*The position provides casework and support services under the NSW Government's Specialist Homelessness Services program which addresses homelessness and imminent risk of homelessness. The client group of the program for which WCF is contracted to provide services is single women and families, especially women and children who have experienced domestic violence. Duties include the provision of information, advice, referral, advocacy and ongoing case management. All WCF are rostered to share the role of on-call services across both WCF refuges, at Dee Why and Lane Cove.*

*The focus of casework at WCF is strengths-based, client-centred and trauma-informed. Casework includes supporting clients to find safe, affordable and sustainable accommodation solutions, while addressing ancillary health, welfare, financial, immigration, legal and any other issues.*

#### POSITION IN CONTEXT

*Women & Children First is a not-for-profit organisation providing accommodation and support services to single women and families, including women and children escaping domestic violence, and family support services to vulnerable families. The Centre is managed by a Board of Directors. The Centre's services are delivered by a team of professional staff and supported by the General Manager WCF.*

*This position is required at both Delvena in Lane Cove & occasionally Bringa in Dee Why.*

#### AUTONOMY OF POSITION

*The position requires initiative and the ability to manage and complete a range of tasks with minimal supervision day-to-day. The position has no financial delegation. No other staff report to this position.*



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### **Objectives:**

*To ensure the provision of professional casework services to women and accompanying children through:*

- *the screening of assessing of women and accompanying children and their needs*
- *case planning to determine the goals and objectives of the client.*
- *coordinating support and services for clients.*
- *monitoring and review of case plans on a regular basis.*
- *managing transition and case closure*
- *outreach work*

### **DUTIES AND RESPONSIBILITIES**

The general duties and responsibilities for this position are detailed in the "SCHADS Award Classification Description" for this positions "Level", in addition, the following specific duties and responsibilities also relate to this position:

- *In-depth intake assessment of referrals of clients and their children for legal, psychological, health, housing, income maintenance, immigration and safety issues*
- *Induction and settling in of clients into the refuges*
- *Crisis counselling*
- *Ongoing intensive casework and strengths-based case management of refuge and transitional housing clients working towards independent living*
- *Strengths-based case management with other women clients who have experienced domestic violence, as appropriate, and are at imminent risk of homelessness*
- *Referral to and advocacy on behalf of clients with appropriate agencies and services for legal, counselling, health, financial, housing and immigration needs*
- *Responding to ad hoc requests for information, advice, referral and other assistance to WCF clients as required*
- *High-level record-keeping and file maintenance*
- *Data entry on CIMS*
- *Participation in staff meetings*
- *Participation in local networks and committees, as appropriate and approved*
- *Shared responsibility for overall cleanliness and tidiness of the Centre*
- *Adherence to WCF policies and procedures, including WHS requirements and the WCF Code of Conduct*
- *Rostered on-call responsibilities*
- *Other job-related duties as directed.*



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### Networking and Advocacy

- Promote and represent Women & Children First in professional/interagency forums across relevant sectors.
- Develop and maintain professional networks within WCF and with external agencies and professional associations.
- Advocate for women and children escaping domestic violence

### Self Management

- Develop and implement annual work plans in consultation with your line Manager at the annual appraisal.
- Work load and caseload management is well maintained (prioritise, plan organise etc)
- Actively participate in professional development in consultation with the General Manager- this will include monthly supervision, clinical supervision.
- Prepare a monthly report for monthly supervision ie numbers of clients, level of support, outreach, training requests etc.,
- Manage work situations to minimise 'stress'
- Effectively utilise line and clinical supervision.

### KEY CONTACTS

#### **Internal:**

*General Manager WCF*

*Office Manager*

*Family Support services Manager*

*Intake and Assessment Worker*

*Other Caseworkers*

### KNOWLEDGE, SKILLS AND EXPERIENCE

- *relevant tertiary qualifications*
- *strong case management skills*
- *excellent time management, organisational and administrative skills*
- *demonstrated ability to exercise initiative and prioritise*
- *comprehensive knowledge of welfare and housing systems, particularly as they relate to homelessness and risk of homelessness, domestic violence and child protection*
- *experience in working in the fields of domestic violence and child protection*
- *understanding of legal processes in welfare, family law and AVO proceedings*
- *commitment to professional integrity and accountability*
- *commitment to working in a collegiate, collaborative and co-operative manner*



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- *demonstrated interest in working in a women's service, assisting women and children*
- *excellent written and oral communication skills*
- *driver's licence*
- *Working with Children Check*
- *First Aid Certificate*

### MEASURE OF RESULTS

*The position is ongoing. The successful applicant will be employed for a probationary period of 6 months. On an annual basis the successful applicant and the General Manager WCF will agree KPI's and service deliverables and towards the end of this period, a formal performance appraisal will be conducted in accordance with WCF Policies and Procedures. Performance measures will include:*

- *ability to carry out the assigned duties efficiently and in a timely manner*
- *ability to demonstrate initiative in undertaking the prescribed duties*
- *ability to work as part of a team in a challenging environment*
- *ability to demonstrate good organisational, communication and time management skills.*

### KEY CHALLENGES

*The work carried out by Women & Children First is at times very challenging. All staff at the Centre endeavour to provide high quality services to clients at all times and especially at times of extreme crisis and distress.*

*The position requires the employee to respond to clients with empathy and a quality response. The position requires the employee to manage and meet competing demands.*

*Staff of WCF are required to work collaboratively and to behave ethically and respectfully at all times towards clients, colleagues and management.*

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Signature of General Manager WCF:

Date:

Signature of position holder:

Date: