

POSITION DESCRIPTION

- 1. TITLE:** Case Worker – First Response
- 2. AWARD:** LCCQ Union Collective Agreement 2008
Professional & Administrative Workers Schedule
Level 5
- 3. PROGRAM OR SERVICE:** Supported Accommodation
- 4. REGION AND/OR LOCATION:** Chermside
- 5. VALUES STATEMENT:**

UnitingCare Community acknowledges that people are informed by a variety of belief systems. As a Staff member we require you to work together on the basis of shared values. Our 'Shared Values' are - *Compassion, Respect, Justice, Working Together, Leading through Learning*. These values should be expressed through your actions, behaviour, practices and the outcomes of your work. Alignment to these values is fundamental to the requirements of this role.

6. PURPOSE OF POSITION:

This position provides professional, practical and emotional support in refuge to women and children escaping domestic and family violence.

7. KEY RESPONSIBILITIES:

- 7.1.** Provide professional, practical and emotional assistance to meet refuge clients including but not limited to; transporting clients, assisting access to services and provisions; housing services, parenting courses and advocacy.
- 7.2.** Facilitate access to community networks that support women and children while in refuge and when transitioning to stable accommodation.
- 7.3.** Contribute to team-based processes aimed at achieving quality client outcomes including case planning meetings, supervision and service streaming activities.
- 7.4.** Conduct risk assessments and implement safety plans that to address safety requirements within the context of domestic and family violence.
- 7.5.** Maintain appropriate records of work with women and children and record relevant records and correspondence.
- 7.6.** Work within the policies and procedures of UnitingCare Community and the provisions of the Workplace Health and Safety and other relevant Legislation, including support for injured workers and full participation in return to work plans.
- 7.7** Undertake other duties as and when directed within the scope of the role

8. ACCOUNTABILITY:

This position reports directly to the Coordinator - Refuge.

9. SELECTION CRITERIA:

- 9.1.** Possession of a relevant tertiary qualification. Demonstrated skill and practical experience in working with children and families. Experience in the area of homelessness/supported accommodation is preferred but not essential.
- 9.2.** Knowledge and understanding of the effects of crisis and domestic violence on women and children; and homelessness for families; and the ability to respond effectively.
- 9.3.** Demonstrated ability to provide both practical and emotional support to women and children with an understanding of family interaction and child development.
- 9.4.** Interpersonal and communication skills, that are consistent with strengths based approaches and ethical practice frameworks.
- 9.5.** Demonstrated professional integrity, with respect to such matters as confidentiality and the best interests of the child.
- 9.6.** Ability to maintain appropriate records and sound computing skills (including, ideally database skills).
- 9.7.** Proven ability to work co-operatively within a multidisciplinary team in a complex human services environment.
- 9.8.** Ability to work within the beliefs, mission, values and policies of UnitingCare Community and adhere to the provisions of the Workplace Health and Safety and other relevant Legislation as they apply to the region's services.
- 9.9.** Commitment to working within the beliefs, mission and values of Uniting Care and adhering to policies and organisational requirements and processes

10. ADDITIONAL REQUIREMENTS / INFORMATION:

- 10.1.** All adults who work with people under 18 years in QLD are required to undergo a "Working with Children Check" under the screening provisions of the Commission for Children and Young People Act (2000) and obtain a Suitability Card (Blue Card). – Presentation of a current Suitability Card must be made before your appointment to the position can be confirmed.
- 10.2.** Current Qld Driver Licence – Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed.
- 10.3.** A criminal history check may also be conducted on the person recommended for this position.

APPROVED BY:

Regional Director

Date: