



Position Description

Position Title:	Family Services Case Manager and Counsellor
Hours per week:	35 Hrs Per Week (part time considered)
Salary:	In accordance with the Community Connections (Vic) Ltd 2005 Enterprise Bargaining Agreement.
Tenure:	Ongoing
Probation:	3 Months
Reports to:	Team Leader – Family Services
Location:	Warrnambool
Date prepared:	May 2008
Qualifications:	<i>Minimum</i> – Diploma of Welfare Studies, degree in Social Work or relevant formal qualification in the human services field together with experience in the delivery of welfare services. <i>Preferred</i> – Diploma of Welfare Studies or Degree in Social Work, together with an understanding of and familiarity with the broad range of issues involved in complex case management.

POSITION SUMMARY

The Family Services Worker is responsible to the Team Leader - Family Services for providing general casework, case management and counselling to families and children within the Agency's target group. The target group includes at risk families with complex needs. This is an evolving position and as such the duties will alter in accordance with Agency requirements over time.

MAJOR RESPONSIBILITIES

- Provide casework, case management, counselling and group work to families, children and individuals with complex needs, with the emphasis on support and preservation of at risk families.
- To complete assessments of children, young people and their families including risk assessments.
- Develop, monitor and review case plan in partnership with families.
- Operate within, and participate actively in, a multi-disciplinary service team.

- Participate in the Family Services Program across localities served by the Agency and contribute to its planning and development.
- Practice in a range of agency programs as required.
- Participate in regular supervision and ongoing performance appraisal and monitoring of practice standards.
- Other duties as required.

AS A MEMBER OF THE CCVL FAMILY SERVICES TEAM YOU WILL BE ACCOUNTABLE FOR AND PARTICIPATE IN:

- Maintain an active awareness of local welfare needs pertaining to the client target group and participate in the development of programs to meet these needs.
- Supervise students in fieldwork placements as appropriate.
- Maintain accurate records in relation to all case related activities.
- Participate in any research projects regarding the service models.
- Support and promote the activities and profile of the Agency in South West Victoria.
- Compile and submit performance statistical data in accordance with funding requirements.
- Support and participate in the Agency's commitment to the ongoing Quality Improvement process.
- Input and maintain accurate client data on the Program Database at all times.

REPORTING RELATIONSHIPS

- This position reports directly to the Team Leader – Family Services
- No positions report to this position

PERSON SPECIFICATION

Essential:

- Ability to work under pressure
- Ability to meet strict deadlines
- Experience within the practice of Human Services
- Excellent administration and organisational skills
- A high level of professionalism, especially the ability to maintain confidentially.

Desirable:

- Experience in a similar role in the community sector

KEY SELECTION CRITERIA

- A demonstrated understanding of family counselling, case management, assertive outreach and in-home support.
- A demonstrated understanding of risk assessment for the protection of vulnerable children.
- A demonstrated knowledge of and experience in working with at-risk vulnerable families.
- A demonstrated ability to engage reluctant clients.

- Demonstrated well developed written and oral communication skills, including the ability to prepare documents for case planning and court purposes and highly effective interpersonal skills.
- Demonstrated ability to formulate case plans, set goals and maintain a positive approach in working with families, individuals and groups to achieve these goals within an established time frame.
- A demonstrated understanding of current service delivery models and the ability to work within such frameworks.
- A demonstrated ability to contribute actively as a member of a multi-disciplinary practice team, including the ability to accept supervision in its various forms.

ADDITIONAL REQUIREMENTS

A current Drivers' Licence is essential as some travel will be required.

The appointment is subject to a satisfactory Criminal Records Check.

Under Victorian WorkCover legislation, it is the applicant's duty to advise Community Connections (Vic) Ltd of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.

Because of the nature of the position and the fluctuation in workload, it may be necessary to work outside normal working hours.

Staff will be required to obtain their own Working with Children's Check.

The applicant will be required to substantiate formal qualifications.

It is desirable for the applicant to have access to a telephone and a private vehicle.

REFEREES

The names and contact details of two referees must be included with a written application; it is preferable that one referee is your current supervisor.