



# Position Description for Safe Choices Case Worker CatholicCare Tasmania

Programme:	Safe Choices
Location:	Hobart
Reports To:	State Co-ordinator Safe Choices
Approved by:	Chief Operating Officer
Version:	May 2016
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee Level 5
Full Time Equivalent:	1 FTE

## Mission

CatholicCare works on behalf of the Catholic community in the Archdiocese of Hobart, serving the vulnerable and disadvantaged regardless of circumstance and background. Our mission is to serve a distinctive culture of care for a thriving community. We pursue our vision by :

- empowering individuals and upholding their dignity
- enabling family life as the foundation of a healthy society
- encouraging hope-filled inclusive communities

## Our Values

### Respect

We respect the dignity and worth of every person irrespective of background and circumstances, from the moment of conception to life's natural end. We embrace difference and empower every person to shape his or her destiny.

### Hope

We see strength in every person and believe that everyone can grow and build a positive future.

### Commitment

We build relationships with those whom we serve and stand by them through the good times and bad. We dedicate ourselves to enhancing their rights and interests.

### Integrity and Accountability

We maintain the highest ethical standards and act with integrity in all we do. We are accountable to the Tasmanian communities we service, to those who provide our funding, and to each other, we take responsibility for continually learning and improving.

### Excellence

We learn from and act on, proven evidence. We maintain the highest standards, and initiate and pursue innovative and best practice approaches to managing change in people's lives.

## Social Justice

We strive for fairness, equity and opportunity for all. We take time to care. We speak up for and give voice to, those who are vulnerable, protect the poor and the oppressed, and promote peace and human rights for everyone in our society.

## Primary Objectives:

The Safe Choices Service will provide practical support, advice and referral services to people who are in violent relationships and those who wish to leave those relationships. The service will be part of the continuum of support services available to the Tasmanian community through Tasmania's Family Violence Action Plan 2015-2020: Safe Home, Safe Families; initiatives. This service will work closely with the DSS Local Support Co-ordination Service which is part of the National Plan to reduce Violence against Women and their Children.

## Organisational Environment:

The Safe Choices Case Worker will provide case work including case planning services to those Safe Choices clients who may require on-going support. This role will report directly to the State Co-ordinator, Safe Choices and work alongside the Safe Choices Assessment Worker and Family Violence Local Support Co-ordination Service. Referrals for case work will be received from the Safe Choices Assessment Worker.

## Major Accountabilities:

### Interpersonal and communication style:

- Create a harmonious and productive working environment by setting and adhering to high personal integrity and performance standards at all times
- Ability to develop and maintain respectful and effective working relationships within the workplace
- Act in a professional manner at all times when dealing with internal and external clients and stakeholders
- Treat all clients with respect, dignity and equality, whilst being responsive to their needs
- Maintain confidentiality on all issues relating to clients, colleagues and the organisation
- Ensure that the State Co-ordinator, Safe Choices is fully briefed on all matters relating to the well-being and safety of all people accessing Safe Choices service

### Professional/technical elements:

- Sound understanding of theories and principles which underpin the provision of Family Violence Support Services to all members of a family and the community
- Demonstrate a sound understanding of case management processes including the use of the Outcomes Star and the ability to monitor, review and assess client progress through the service and against agreed Case Plans
- Demonstrate a sound knowledge of service responses and interventions that can provide positive outcomes for all clients experiencing Family and Domestic Violence
- Demonstrate sound research, problem solving and analytical skills
- Compile both formal and informal reports within agreed timeframes
- Demonstrate competency in the use of current business technologies such as Microsoft Office applications, mobile phones and client/ service databases

### Financial and organisational activities and reporting:

- Compile all brokerage requests and requirements in accordance with service guidelines
- Support the achievement of strategic and operational plans for the Safe Choices Service and CatholicCare
- Compile both formal and informal reports as requested by the State Co-ordinator, Safe Choices

### **Teamwork activities:**

- Actively participate in team meetings, staff general conferences, annual performance appraisals and professional development opportunities
- Actively engage and participate in both line management and clinical supervision

### **Compliance requirements and quality control activities:**

- Ensure the accurate and timely entry of data as outlined in service guidelines
- Actively engage in all organisational Continuous Quality Improvement and Quality Assurance processes including any internal or external audit requirements
- Demonstrate an understanding and knowledge of all external legislation and internal policies that relate to the position and CatholicCare Tasmania, ensuring that all services meet legislative requirements and standards
- Take all reasonable and practical steps to ensure all work areas and practices are consistent with Workplace Health and Safety Standards and legislation

### **Personal accountability level**

- This role reports directly to the State Co-ordinator, Safe Choices
- The role will work with a relative degree of autonomy and responsibility, ensuring the effective delivery of all Safe Choices Services
- This role works alongside that of the Family Violence Local Support Co-ordination Service

### **Workplace Health & Safety:**

Maintain a safe working environment by:

- Adhering to workplace health and safety policy, procedures and guidelines
- Working in a responsible manner to ensure the safety of oneself, other staff, clients and visitors to the service

### **Key Communications Linkages:**

This position will regularly communicate with the following people and teams:

- State Co-ordinator, Safe Choices
- State Manager, Family Services
- Chief Operating Officer and Executive Director, CatholicCare Tasmania
- Fellow CatholicCare workers
- All members of the Safe Choices and Family Violence Local Support Co-ordination team
- All members of the Archdiocesan of Hobart Corporate Services Team
- Safe at Home services
- Child Protection Services
- External stakeholders

### **Position Impact:**

Number of direct reports: Nil

### **Pre-requisites:**

- Required to provide a satisfactory Schedule 1 National Police Check
- Required to undertake Safeguarding Children training
- Required to have a Working with Vulnerable Person Card
- Required to provide evidence of a current unrestricted driver's licence
- May be required to work outside normal working hours from time to time
- Required to undertake some intra-state travel
- Ability to undertake the role in accordance with CatholicCare's Mission, Vision and Values

# Selection Criteria

## **Essential requirements**

1. Demonstrated ability to understand and utilise a generic range of styles of intervention, including in-depth knowledge of case management processes
2. Demonstrated understanding of the needs of women and children escaping from Domestic and Family violence, including current legislation and knowledge of local, state and interstate support options and services.
3. Demonstrated analytical, verbal and written communication skills including report writing and maintaining case files
4. Demonstrated experience in exercising considerable initiative, discretion and professional judgement and accept personal responsibility within the full scope of the role
5. Tertiary qualifications in Social Work or other relevant discipline