



Strong Minds Senior Case Worker

A POSITION SUMMARY

Position Title:	Strong Minds Senior Case Worker
Team:	Community Initiatives Team
Reporting to:	Strong Minds Manager
Reports:	N/A
Status:	Full Time
Location:	Auburn Youth Centre, Wyatt Park, Lidcombe
Salary	SCHCADS Grade 5 Level 6
Last Updated	March 2019

B PROGRAM OVERVIEW

We work mainly in South Western Sydney and Western Sydney with offices in East Fairfield, Carramar and Auburn. The Strong Minds Program is part of the Community Initiatives Team and is funded by the Department of Social Services (DSS) under the Family Mental Health Support Service (FMHSS) program. The three funded locations are within Western and South Western Sydney (SA3). This program offers early intervention support to vulnerable children, young people (birth to 18 years) and their families, who are at risk of or affected by mental illness to address risk factors and strengthen protective factors.

The key aims of the program are to ensure:

- Children and young people have improved mental health and well-being.
- Children and young people are able to better manage the impact of mental illness on their lives
- Families and carers are better able to get support for their children and young people with mental illness; and
- Communities have a better understanding of, and response to, mental health issues that affect children and young people birth to 18 years

The primary objective is to provide flexible and responsive services to address the social and environmental factors that lead to; or exacerbate mental health conditions for children and young people when the signs or symptoms of poor mental health first appear. This will involve a focus upon three areas of service: Intensive Long-term support, Short-Term Support and Community education/ outreach.

C JOB PURPOSE

The primary objective is to provide early intervention support to vulnerable children, young people (birth to 18 years) and their families, at risk of or affected by mental illness. The role aims to provide opportunities for them to reach their potential, through practical assistance, non-clinical support, education and information services in a casework/groupwork model. The Senior Case Worker will provide complex case work and case management to clients of the Strong Minds Program who

require long term intervention (approx. 12 months) and to support the team in addressing complex needs of clients.

D RELATIONSHIPS

In order to ensure best practice and quality service delivery is provided within Woodville Alliance (WA), the Community Initiatives Team (CIT) and the Strong Minds team, this position must develop and maintain internal and external networks and relationships. These may include:

- Work closely with the Strong Minds Manager and Strong Minds Team Leader, Community Initiatives team colleagues, to ensure the program is effectively delivered and continuously improved
- Work collaboratively with colleagues within WA and CIT to promote collaboration and ensure the delivery of quality services to clients
- Work with families, children and young people and the other services that may be supporting them to ensure a co-ordinated client centred approach to case planning and achievement of client goals
- Connecting with other workers focused upon early intervention and mental health programs from other service providers (government & non-government);
- Liaising and collaborating with other organisations such as local schools; local councils, Centrelink, child protection agencies, headspace, other mental health professionals and housing providers.
- Participation in relevant local community events to promote the Strong Minds program and to connect with community members and service users.
- Participation in relevant sector forums such as interagency.

E JOB REQUIREMENTS

Key Result Area 1	Provide quality complex case management and evidence-based group interventions (non - clinical) to clients of the Strong Minds Program
KEY TASKS	
<ol style="list-style-type: none"> 1. Build a collaborative culture with other agencies, mental health services, NGO's and families to plan, coordinate and negotiate services for Strong Minds clients and implement effective Family Action Plans and other documents required for the program, to ensure that children, young people and families are provided with the practical and emotional support required 2. Undertake client advocacy, problem solving, case coordination and reporting as necessary to minimize harm to clients and others 3. Work collaboratively with the Strong Minds Manager and Team Leader to support the team to build capacity and work effectively with clients who have complex needs and to identify training needs of the team. 4. Work collaboratively with the Strong Minds Manager and Team Leader to deliver, implement quality improvements and evaluate the case review process of the Strong Minds Program 5. Ensure comprehensive and quality client assessments are completed as per the Department of Social Services (DSS) funding guidelines and Woodville Alliance policy and procedures 6. Case notes are written as per best practice principles and kept in the Client Information System (SUGAR), within the required timeframes and funding requirements 7. Develop the capacity of children, young people and families through evidence-based groups (non-clinical) which have therapeutic outcomes for participants. 8. Identify early signs of mental health issues and refer clients as appropriate to services and interventions that support people experiencing mental health issues and assist in building resilience. 	

9. Raise awareness of mental health issues in the community by providing promotional materials that are culturally appropriate and sensitive to diversity. This may include festivals, social media promotion and other appropriate genres.
10. Plan and Implement a service directory for the Strong Minds team in collaboration with the Strong Minds Manager and Team Leader.

Key Performance Indicators (KPIs) for the tasks

1. Stakeholders refer families who are appropriate for the Strong Mind Program
2. Groups are delivered as mandated by the funding body in the SA3 region
3. Clients rate satisfaction with the supports offered by the Senior Case worker highly
4. Review of client outcomes indicates clients are meeting their case plan goals
5. Client records are accurate and kept in a timely manner and client privacy is maintained at all times
6. Case Management procedures as mandated by the funding body and the Strong Minds Program implemented to a high standard
7. Work practice is evidence based and consistent with of the National Mental Health Standards and requirements of the funding body

Key Result Area 2	Ensures that services delivered are in line with the Family Mental Health Support Service Program and other funding policies and procedures.
<p><i>This role will obtain feedback from stakeholders and clients. For the most part, this feedback needs to detail that clients are satisfied with the service they have received. Please make note of this for the KPI's which are client/stakeholder satisfaction focused. As part of the induction process, the Strong Minds Case Senior Worker will receive the relevant funding guidelines ensuring they understand their personal KPI's.</i></p>	
<p>KEY TASKS</p> <ol style="list-style-type: none"> 1. Work within a client-centered, recovery orientated and trauma-informed framework. 2. Understand and ensure delivery of support services in line with Woodville Alliance and Strong Minds policies, procedures and funding requirements 3. Manage risks appropriately, including risk to clients, workers, self and organization. 4. Services are delivered in a culturally responsive way and sensitive to the diverse needs across the region 5. Work collaboratively within the Strong Minds team, sharing knowledge and skills and promoting a safe harmonious work culture 6. Staying up to date with contemporary research and best practice 7. Provide mentoring on case management practice to more junior Case Worker's as required 	
<p>Key Performance Indicators (KPIs) for the tasks</p> <ol style="list-style-type: none"> 1. Case workers observe WA policy and procedures 2. Services are culturally appropriate, and Interpreters used to support families when required 3. Case workers utilize the WorkSafe Guardian App and other procedures provided by Woodville Alliance to promote worker safety 4. Engagement with the Strong minds team reinforces a strong healthy team environment 	

Key Result Area 3	Provision of short term and long term assistance to children, young people and families
--------------------------	--

KEY TASKS

1 Provide short term assistance including:

- need assessments, information and referrals to appropriate services,
- using the relevant tools and resources
- Management of risk
- practical assistance
- home-based support (e.g. developing family activities and routines) and advocacy for the client to support access to services.

2. Provide long term assistance including:

- Assessment of child and family risk factors, protective factors and needs, using the required outcome tools and measures.
- Management of risk
- Identification of goals from which a Family Action Plan can be developed.
- Practical assistance and home-based supports (developing family activities and routines).
- Supportive counselling and family interventions (non-clinical and always with the aim to assist in accessing services).
- Referrals to appropriate alternative community based and clinical services.
- Case coordination based on family action plans, advocacy and targeted non-clinical groups where a therapeutic outcome is observed.

Key Performance Indicators (KPIs) for the tasks

1. Mandatory reports are made as required and risk managed effectively and in line with mandatory reporting requirements and Woodville Alliance’s policy and procedures
2. Self- help seeking behaviours promoted and clients have the tools to support themselves.
3. Case load is managed efficiently and within the requirements of the program.
4. Outcome tools are implemented as mandated by the funding body and the Strong Minds Manager.
5. Collaborative team work improves the client experience through case reviews, peer supervision and communities of practice.

Key Result Area 4	Contribute to continuous quality improvement.
--------------------------	--

KEY TASKS

1. Contribute to the development, continuous improvement and evaluation of family support strategies (particularly strengths based, early intervention and prevention) in consultation with children, young people, families, carers, support workers, staff of mental health services and the Strong Minds Team.
2. Keep up to date on the latest research and best practice approaches to family support, child, young people , and mental health strategies and evidence based interventions.
3. Participate in regular clinical supervision as well as general supervision from the Strong Minds Manager to ensure operational procedures and policies are adhered to along with other challenges that may be faced in the work environment.
4. Participate in the Strong Minds Program Strategic Planning and evaluation processes

Key Performance Indicators (KPIs) for the tasks

1. Program benchmarks and outcomes are met
2. Staff development days and other training opportunities to improve the quality of the work attended

3. Internal supervision and group supervision is embraced as a way of reflecting on practice and improvements required for better client outcomes
4. All funding KPI's are met

Key Result Area 5	Be an active member of the Community Initiatives Team and (WA) team
<p>KEY TASKS</p> <ol style="list-style-type: none"> 1. Participate in Strong Minds and wider Community Initiatives Team meetings. 2. Work cooperatively and respectfully with all Community Initiative Team members. 3. Participate in relevant (WA) events. 4. Accept other assignments as appropriate, not included in the job description as required by the Strong Minds Manager. <p>Key Performance Indicators (KPIs) for the tasks</p> <ol style="list-style-type: none"> 1. Contributes in a meaningful way to meetings and observes good team work principles to build trusting and harmonious work environments. 2. Evidence of working collaboratively and efficiently with other team members. 3. Attendance at required meetings and events. 4. Flexibility and willingness to take on other tasks within reasonable boundaries. 	

Key Result Area 6	Adherence to Company Policies and Procedures
<p>Performance Indicators:</p> <ol style="list-style-type: none"> 1. Adhere and demonstrate commitment to Woodville Alliance code of conduct and other policies and procedures. 2. Adhere and demonstrate commitment to WHS policies, risk management framework and safe working practices. 3. Adhere to working conditions as stipulated in employment contract. 4. Demonstrate adherence and commitment to meeting all key result areas of position description. 5. Adhere to all relevant employment legislation as dictated by state and federal legislation inclusive of WHS Act 2011 and its regulations. 6. Ensure all activities comply with (WA) & funding bodies' policies and relevant legislative and regulatory requirements, ensuring no non-conformance reports. 	

F. RECRUITMENT CRITERIA

(The essential knowledge, experience, skills and personal attributes required for the position)

REQUIRED COMPETENCIES AND SELECTION CRITERIA	
1	Degree level qualifications in the areas of Social Work, Psychology, Social Sciences, Health or equivalent.
2	Minimum 5 years' experience working with children and/or young people and their families, experiencing mental health issues and demonstrated knowledge of the same.
3	Demonstrated experience delivering evidence-based group programs, in particular to disengaged young men and young women.
4	Demonstrated quality complex case work, case management skills and evidence-based group work interventions, especially in a cross-cultural setting and within an early intervention context.
5	Demonstrated understanding of how to holistically assess needs of clients, including conducting risk assessments and developing effective family action plans
6	Understanding of safe work practices and management of risk.
7	Demonstrated experience of working collaboratively as part of a multi-disciplinary team.
8	Demonstrated experience at working with a variety of stakeholders to support better outcomes for clients
9	A commitment to social justice principles
10	Valid Australian Drivers Licence
11	A current and verified Working With Children Check and National Police Check

G. OTHER EXPERIENCE AND REQUIREMENTS

<ul style="list-style-type: none"> Desirable: Staff supervision or supporting experience in a case management environment May need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs. May be required to travel, with notice, to fulfill your duties. Will be expected to demonstrate a commitment to the principles of quality assurance and continuous improvement. Will be expected to identify quality improvement opportunities; to contribute relevant ideas and suggestions that support a culture of continuous quality improvement.

Approval

Managers Name	Managers Signature and Date
Employee Name	Employee Signature and Date
General Manager Human Resources Name Veronique Besnard	General Manager Human Resources Signature and Date

