



## Strong Minds Case Worker

### A. POSITION SUMMARY

<b>Position Title:</b>	Strong Minds Case Worker
<b>Team:</b>	Community Initiatives Team
<b>Reporting to:</b>	Strong Minds Team Leader
<b>Reports:</b>	None
<b>Status:</b>	Full Time
<b>Location:</b>	Auburn Youth Centre, Wyatt Park, Lidcombe
<b>Salary</b>	SCHCADS Grade 4 Level 5
<b>Last Updated</b>	March 2019

### B PROGRAM OVERVIEW

We work mainly in South Western Sydney and Western Sydney with offices in Fairfield East, 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 (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.

## 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 Team Leader and the Strong Minds Manager, Community Initiatives team to ensure the program is effectively delivered and continuously improved
- Work with others 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 who 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 residents
- Participation in relevant sector forums such as interagency .

## E JOB REQUIREMENTS

Key Result Area 1	Facilitate Child/Youth focused groups
<b>KEY TASKS</b>	
<ol style="list-style-type: none"><li>1. Develop effective partnerships with key stakeholders, in particular those that work with children, young people and families.</li><li>2. Provide information about the Strong Minds Program and other WA services to stakeholders.</li><li>3. Develop the capacity of children, young people and families through evidence-based groups (non-clinical) which have therapeutic outcomes for participants.</li><li>4. Provide information and education to children, young people and their families with the aim of de-stigmatising mental health issues and encourage self-help seeking behaviours.</li><li>5. Identify early signs of mental health issues and refer as appropriate to services and interventions that support people experiencing mental health issues and assist in building resilience.</li><li>6. 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.</li></ol>	
<b>Key Performance Indicators (KPIs) for the tasks</b>	
<ol style="list-style-type: none"><li>1. Groups are delivered as mandated by the funding body in the SA3 region</li><li>2. Stakeholders refer families who are appropriate for the Strong Minds program</li><li>3. Community outreach programs give children, young people and families the information they require to make changes for themselves and access appropriate services</li><li>4. Child/Youth groups are non- clinical, but evidence based with therapeutic outcomes for participants demonstrated.</li><li>5. Groups are planned in line with the Strong Minds Program guidelines and the required outcome tools and client satisfaction/ experience surveys are implemented as determined by the Strong Minds Manager.</li></ol>	

<b>Key Result Area 2</b>	<b>Work is completed in line with the Family Mental Health Support Service Program and other funding and policies and procedures</b>
<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 Worker will receive the relevant funding guidelines ensuring they understand their personal KPI's.</i></p>	
<p><b>KEY TASKS</b></p>	
<ol style="list-style-type: none"> <li>1. Work within a client-centered, trauma-informed framework that is culturally appropriate.</li> <li>2. Understand and ensure delivery of support services in line with Woodville Alliance and Strong Minds policies, procedures and funding requirements</li> <li>3. Ensure effective client assessment procedures are implemented including application of specific tools as directed by the Strong Minds Team Leader and Manager</li> <li>4. Work Collaboratively with other service providers to meet client goals</li> <li>5. Manage risks appropriately, including risk to clients, workers, self and organization.</li> <li>6. Undertake case work as assigned to you by the Team Leader and Manager, Strong Minds</li> <li>7. Enter case notes and data as required into the WA Client Information Management System (SUGAR).</li> </ol>	
<p><b>Key Performance Indicators (KPIs) for the tasks</b></p>	
<ol style="list-style-type: none"> <li>1. Positive feedback from referral partners</li> <li>2. Clients satisfied with the service they receive from the Strong Minds Program</li> <li>3. Review of client outcomes indicates clients are meeting their case plan goals</li> <li>4. All clients classified as requiring intensive support, have a family action plan (in partnership with the family) within 30 days of the initial assessment</li> <li>5. Client records are accurate and timely</li> <li>6. Case workers utilize the WorkSafe Guardian App and other procedures provided by Woodville Alliance to promote worker safety</li> </ol>	

<b>Key Result Area 3</b>	<b>Provision of short term and long-term assistance to children, young people and families</b>
<p><b>KEY TASKS</b></p>	
<ol style="list-style-type: none"> <li>1 Provide short term assistance including: <ul style="list-style-type: none"> <li>- need assessments, information and referrals to appropriate services,</li> <li>- Management of risk</li> <li>- practical assistance as appropriate</li> <li>- home-based support (e.g. developing family activities and routines) and advocacy for the client to support access to services where appropriate.</li> </ul> </li> <li>2. Provide long term assistance including: <ul style="list-style-type: none"> <li>- Assessment of child and family risk factors, protective factors and needs.</li> <li>- Management risk</li> <li>- Identification of goals from which a Family Action Plan can be developed.</li> <li>- Practical assistance and home-based supports(developing family activities and routines) as appropriate .</li> <li>- Supportive counselling and family interventions (non-clinical and always with the aim to assist in accessing services).</li> <li>- Referrals to appropriate alternative Services.</li> <li>- Case coordination based on family action plans, advocacy and targeted non-clinical groups where a therapeutic outcome is observed.</li> </ul> </li> </ol>	

**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 policies
2. Self- help seeking behaviours promoted and clients have the tools to support themselves.
3. Effective referral pathways utilised and clients report good experience of care
4. Case load is managed efficiently and within the requirements of the program.
5. Outcome tools are implemented as mandated by the funding body and the Strong Minds Manager.
6. Collaborative team work improves the client experience through case reviews, peer supervision and communities of practice.
7. Recovery orientated principles adhered to in work with clients

**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 interventions.
3. Participate in regular clinical supervision as well as general supervision from the Team Leader 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 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****KEY TASKS**

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 appropriate assignments not included in the job description as required by the Strong Minds Manager.

**Key Performance Indicators (KPIs) for the tasks**

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

## F. RECRUITMENT CRITERIA

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

REQUIRED COMPETENCIES AND SELECTION CRITERIA	
1	Degree level qualification in the areas of Social Work, Psychology, Social Sciences, Health or equivalent.
2	Minimum 3 years' experience working with children and/or young people experiencing mental health issues and demonstrated knowledge of the same.
3	Practical experience in providing therapeutic non-clinical groups, practical assistance and case management, to children and young people experiencing mental health issues.
4	Experience in the delivery of early intervention mental health strategies to culturally and linguistically diverse communities and an understanding of the diverse needs of clients.
5	Understanding of safe work practices and management of risk.
6.	Demonstrated experience of working collaboratively in a multi-disciplinary team.
7.	Promotional and networking skills experience with child and youth service providers and other community networks.
8.	A commitment to social justice principles.
9.	A valid Australian Driver's Licence.
10.	A current and verified Working With Children Check and National Police Check.

## G. OTHER EXPERIENCE AND REQUIREMENTS

<ul style="list-style-type: none"> <li>• 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.</li> <li>• May be required to travel, with notice, to fulfill your duties.</li> <li>• Will be expected to demonstrate a commitment to the principles of quality assurance and continuous improvement.</li> <li>• Will be expected to identify quality improvement opportunities; to contribute relevant ideas and suggestions that support a culture of continuous quality improvement.</li> </ul>
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**Approval**

<b>Managers Name</b>	<b>Managers Signature and Date</b>
<b>Employee Name</b>	<b>Employee Signature and Date</b>
<b>General Manager Human Resources Name Veronique Besnard</b>	<b>General Manager Human Resources Signature and Date</b>