



Early Intervention Case Worker

A. POSITION SUMMARY

Position Title:	Early Intervention Case Worker
Team:	Community Initiatives Team
Reporting to:	Manager, Strong Families and Communities
Reports:	N/A
Status:	Full Time
Location:	Carramar
Salary	SCHCADS Grade 4 Level 5
Last Updated	June 2020

B PROGRAM OVERVIEW

This role is a key role within the Targeted Earlier Intervention Program, which is funded by the NSW Department of Family and Community Services. The overriding objectives of the program are to improve child health and wellbeing, reduce levels of vulnerability and meet the needs of children, young people and families early to prevent the escalation of need and address risk factors that may lead to entry into the child protection system if they are not addressed.

Key outcomes of the program are to keep young people engaged in education, to assist families, young people to achieve their goals, to provide parents/carers with improved parenting knowledge and skills. The primary focus areas are Fairfield, Liverpool and Canterbury - Bankstown LGAs.

C JOB PURPOSE

The primary purpose of this role is to provide early intervention support through short-term casework and group work/activities with vulnerable children, young people and families. The caseworker provides case work evidence based parenting programs, community outreach, evidence based and other group programs and referrals/collaboration with specialist services to enhance family resilience and individual functioning with the overall aim of reducing escalation of issues and entry into child protection system.

D RELATIONSHIPS

This position must develop and maintain internal and external networks and relationships in order to ensure best practice and quality service delivery to clients, external stakeholders and referrers and within Woodville Alliance (WA). These may include:

- Work closely with the Manager and Community Initiatives team colleagues to ensure the program is effectively delivered and continuously improved within funding requirements and WA quality processes
- Work with others within WA and CIT to promote collaboration and ensure the delivery of quality services to clients including case management and referrals to other internal and external services as relevant
- Support families, children and young people from a strengths-based approach and work with other services to ensure co-ordinated, client-centred case planning and achievement of client goals and outcomes, including identification of risk and making appropriate referrals

- Connecting with other workers focused upon early intervention and family support (government & non-government);
- Liaising and collaborating with other local organisations such as schools, councils, Centrelink, child protection, community health and housing providers to ensure client needs and outcomes are met
- Participation in relevant local community events to promote the work of CIT and to connect with residents, vulnerable children, young people and families.
- Participation in relevant sector forums such and inter-agencies.

E JOB REQUIREMENTS

Key Result Area 1	Facilitate Child/Youth focused groups and programs
KEY TASKS	
<ul style="list-style-type: none"> • Apply a strengths and evidence-based approach to develop and deliver programs and groups that build the capacity of children, young people and families through reducing social isolation, building resilience and addressing identified need and vulnerability • Provide information and community outreach to children, young people and their families with the aim of promoting early intervention, encouraging self-help seeking behavior and reducing risk • Identify early signs of risk, such as homelessness, domestic violence and other threats to their health, safety and wellbeing and refer as appropriate to specialized services and interventions that support children and young people which if not addressed may escalate to more intensive intervention. • Ensure that groups, programs, activities are informed by current evidence including culturally appropriate and sensitive to diversity. 	
Key Performance Indicators (KPIs) for the tasks	
<ul style="list-style-type: none"> • Groups, activities and programs are delivered from a strengths-based perspective, incorporate contemporary evidence, good practice and meet funding outcomes • Stakeholders refer children and young people to WA who are appropriate for group work, early intervention, and appropriate referrals are made from WA to specialist services • Community outreach programs give children, young people and families the information they require to make changes for themselves and assist them to understand what is available and to access appropriate services • Groups, activities and programs are planned in line with the Targeted Earlier Intervention guidelines and the required assessment tools, outcome measures and client satisfaction/ experience surveys are implemented as required by the Manager and relevant funding bodies. 	

Key Result Area 2	Ensures that Case Work is provided in line with the Targeted Earlier Intervention (TEI) Program and other relevant funding requirements, policies and procedures.
KEY TASKS	
<ul style="list-style-type: none"> • Work within a client-centred, trauma-informed framework that is culturally appropriate for people from cultural and linguistically diverse backgrounds and those who identify as Aboriginal or Torres Strait Islander and responsive to client needs, identified goals and outcomes. • Understand and ensure delivery of support services in line with Woodville Alliance and Targeted Earlier Intervention and related policies, procedures and funding requirements • Ensure effective client assessment procedures are implemented including application of specific tools as directed by the Manager 	

- Work Collaboratively with other service providers to offer advice, referrals, meet client goals and ensure effective case management including potential risk to self, clients, other workers and organization.
- Undertake case work as assigned to you by the Manager
- Enter case notes and data as required into Client Information Management Systems (e.g. SUGAR, DEX) and ensure data quality standards are met.)
- Provide data and information required for reports and updates for funding compliance and internal and other reporting (e.g. to GM, Board as requested by the Manager)

Key Performance Indicators (KPIs) for the tasks

- Case-work is appropriate to the identified needs and goals of the client, including culturally appropriate, and appropriate assessment tools are used to identify needs and outcomes
- Appropriate referrals are made and positive feedback is received from referral partners
- Clients are satisfied with the service they receive from WA and referrals made to specialist services as relevant to individual clients needs and goals
- Review of client outcomes indicates clients are meeting their case plan goals in line with TEI and other relevant outcome measures and frameworks
- Client records and case-notes are accurate and timely and confidentiality is maintained
- Case workers utilize the WorkSafe Guardian App and other procedures provided by Woodville Alliance to promote worker safety

Key Result Area 3	Facilitation of early intervention programs/workshops/groups for parents and carers and provision of short term assistance to families (up to 6 months)
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KEY TASKS

- Apply a strengths and evidence-based approach to deliver parenting programs and other activities that assist parents and care givers to enhance their knowledge and encourage effective and age appropriate parenting strategies.
- Identify emerging issues of concern to parents and work with them to identify appropriate early intervention for potential risks and referrals to specialist services as relevant
- Provide community outreach and information to promote the importance of parenting to child outcomes, reduce potentially risky parenting behaviours and enhance family health and wellbeing
- Collaborate with other organisations such as early childhood education centres, schools, community health, homelessness, domestic violence services to develop, contribute to or deliver appropriate activities and programs for parents and families that contribute to program outcomes and meet community need
- Contribute to community outreach and education in relation to the importance of early intervention and family wellbeing
- Provide short term assistance to parents, care-givers as required, including:
 - Need assessments, information and referrals to appropriate services,
 - Management of risk
 - Assessment of child and family risk factors, protective factors and needs.
 - Identification of goals from which a Family Action Plan can be developed.
 - Practical assistance and home-based supports (developing family activities and routines) as appropriate
 - Supportive counselling and family interventions (non-clinical and always with the aim to assist in accessing services)
 - Referrals to appropriate alternative services.

- Case coordination based on family action plans and advocacy

Key Performance Indicators (KPIs) for the tasks

- Mandatory reports are made as required and risk is managed effectively and in line with mandatory reporting requirements and Woodville Alliance policies
- Self-help seeking behaviours are promoted and clients have the tools to support themselves
- Effective referral pathways are utilized and clients report good experience of care
- Case load is managed efficiently and within the requirements of the program
- Outcome tools are implemented as mandated by the funding body
- 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

- 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 and support workers
- Keep up to date on the latest research and best practice approaches to family support, children and young people
- Participate in regular clinical supervision as well as general supervision from the Manager to ensure operational procedures and policies are adhered to along with other challenges that may be faced in the work environment
- Participate in team Strategic Planning and evaluation processes

Key Performance Indicators (KPIs) for the tasks

- Program benchmarks and outcomes are met
- Staff development days and other training opportunities to improve the quality of the work are attended
- Internal supervision and group supervision is embraced as a way of reflecting on practice and improvements required for better client outcomes
- All funding KPI's are met. The Early Intervention Case Worker will be given the aforementioned KPI's during commencement of the role.

Key Result Area 5 | Be an active member of the Community Initiatives Team and (WA) team

KEY TASKS

- Participate in Strong Families, Strong Communities and wider Community Initiatives Team meetings.
- Work cooperatively and respectfully with all Community Initiative Team members.
- Participate in relevant (WA) events.
- Accept other appropriate assignments not included in the job description as required by the Manager

Key Performance Indicators (KPIs) for the tasks

- Contributes in a meaningful way to meetings and observes good team work principles to build trusting and harmonious work environments.
- Evidence of working collaboratively and efficiently with other team members.
- Attendance at required meetings and events.
- Flexibility and willingness to take on other tasks within reasonable boundaries.

Key Result Area 6	Adherence to Company Policies and Procedures
Performance Indicators:	
<ul style="list-style-type: none"> • Adhere and demonstrate commitment to Woodville Alliance code of conduct and other policies and procedures. • Adhere and demonstrate commitment to WHS policies, risk management framework and safe working practices. • Adhere to working conditions as stipulated in employment contract. • Demonstrate adherence and commitment to meeting all key result areas of position description. • Adhere to all relevant employment legislation as dictated by state and federal legislation inclusive of WHS Act 2011 and its regulations. • 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, Community Services, Social Sciences or similar
2	Minimum 5years' experience working with children, young people and their families in an early intervention context
3	Practical experience in providing strengths based, client centred groups, practical assistance and case management, to children and young people and their families
4	Experience in the delivery of early intervention 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.	Current and verified Working With Children Check and National Police Check
10.	Current Australian Drivers Licence and a car for work travel (transportation allowance provided)

G. OTHER EXPERIENCE AND REQUIREMENTS

<ul style="list-style-type: none"> • 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