



## Position description

### Case Worker

#### About us

Community Gateway formed in 1976 and is a child-safe organisation that provides welfare and capacity building programs. Our services are aimed at alleviating disadvantage. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

We are proud to say that Community Gateway is a registered charity that holds QIP accreditation, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*.

We are an equal employment opportunity employer. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

#### Our vision

Many tracks, one road, sustaining community

#### Strategic priorities

- Strategic investment
- Innovation
- Social impact

#### Our values

- Vision
- Respect
- Commitment
- Integrity
- Innovative

#### Our practice framework

Community Gateway's purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact. The elements of our framework include:

- Creating social impact
- Designing our services
- Enhancing access
- Responding to need
- Delivering quality services
- Measuring outcomes
- Support our work

#### Our services

Community Gateway delivers a range of programs funded recurrently through state and commonwealth government, fee for service and philanthropic grants.

#### Finance programs

Community Gateway delivers financial inclusion programs in outreach locations across the Far North Coast, such as NILS no interest loans, budget counselling and Tax Help.

#### NSW financial inclusion

Our state-wide NSW financial inclusion aims to promote and support financial inclusion services throughout NSW. This service facilitates the NSW Financial Inclusion Network.



### **Homelessness programs**

Community Gateway Helping Hands service delivers case management for Aboriginal people who are homeless or at risk of homelessness, in partnership with the Far North Coast Aboriginal Alliance and the Far North Coast Homelessness Alliance.

### **Child and adolescent trauma counselling**

Provides counselling services for children and adolescents who have or are experiencing the impacts of trauma.

### **Adult trauma counselling**

Our Reaching Out sexual assault service provides counselling for adult survivors of sexual assault.

### **Community Hub**

We are the Community Hub for Lismore, providing direct welfare assistance from our shop front and through our outreach programs across the Far North Coast. These services include intake, assessment, information, assisted referral, showers, washing machine, community pantry, Backpack Beds.

### **Emergency relief**

Our First Step emergency relief service is delivered through our shop fronts and outreach locations at Lismore, Casino, Kyogle, Murwillumbah and Byron Bay. We provide energy vouchers, food, fuel and pharmaceutical assistance.

### **Volunteer management**

Increases opportunities for people to participate in social and economic life for the broader community through volunteering. We do this by building effective volunteering practices and opportunities within organisations and communities, increasing volunteer diversity and improving access to volunteering information. We provide access to training, development and resources to volunteers and the organisations that want to use them, supporting best practice in volunteer management.

### **Community visitors**

Our Community Visitors Scheme links volunteers with aged people residing in an aged care facility or living in their home supported by a home care package.

### **Rainbow Region Kids**

Provides accredited before school care, after school care and vacation care across 6 locations. Developed with the 'my time our place' framework, this service provides government subsidised outside school hours childcare for school aged children.

### **Warruwi**

Warruwi gambling help is a community development service that works with Aboriginal communities and mainstream gambling help programs to provide access to culturally appropriate counselling and responsible gambling services.

### **Connecting Families**

Connecting Families works with vulnerable families to support and develop skills regarding parenting, attachment and emotional or behaviour management. We aim to establish a stable platform from which families can develop healthy, nourishing connections. Our service is tailored to suit the individual needs of each family. Our flexible supports and resources are delivered from our custom-designed facilities, session rooms and in families' own homes. The program adopts the Parents under Pressure curriculum, exploring key life areas relating to attachment and emotional management such as health and well-being, building support networks, parental identity, engaging children in play, mindful parenting, relational skills, and managing addictions.



## Position overview

### Details

#### Position Title

Case Worker

#### Branch

Community Support Programs

#### Reports to

Manager – Community Support Programs

#### Award

SCHCADS 4

#### Benefits

- Salary packaging
- Paid bonus leave during the Christmas shutdown

#### Hours

21 hours per week (over 3 days)

#### Probationary period

6 months

### Summary

Working as part of a team, and under the supervision of the Manager, the role will include the provision and supervision of staff in relation to case management, information and referral, and advocacy to people with complex needs. Working under direction the role will be required to establish and maintain effective referral networks, with the goal of ensuring a range of services and products are accessible to clients. Provision of client support is to be within a culturally safe framework, utilising principles of person-centred strengths-based practice.

## Key accountabilities

### Purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.

- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance based and collaborative culture.

### Program accountabilities

- Apply specialist knowledge in relation to client assessments, case coordination and exit strategies that address the client's specific support needs;
- Use initiative in negotiating and implementing case plans, in line with our practice framework, that address the barriers to safety and stabilisation;
- Make recommendations to Manager for financial brokerage that align with case plan goals
- Where directed perform team leader role and provide supervision and support to other workers and volunteers ensuring a high level of service delivery.
- Exercise responsibility for various work functions within the work area.
- Provide assistance on grant applications including basic research and collection of data.
- In collaboration with senior management, set outcomes and further develop work methods where general work procedures are not defined.
- Maintain weekly contact case managed clients and facilitate action to achieve outcomes;
- Ensure all data entry processes are completed and data systems are adequately maintained.
- Establish and maintain referral pathways for the program
- Provide mentoring, supervised contact services and transport in line with the organisations policies and procedures and state requirements.
- As member of a team liaise with local networks and other service providers to improve interagency linkages and service delivery;



- Read and carry out actions from all relevant internal communications;
- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with the Community Gateway's procedures
- Provide research and reports using qualitative and quantitative data as required.
- Perform other duties as directed by management.

### Professional accountabilities

- Actively undertake work planning and meet agreed work plan and/or program targets
- Participate in regular organisational and clinical supervision sessions and annual performance reviews.
- Actively participate in all team and branch meetings, whole of organisation meetings.
- Attend all staff development activities as instructed.
- Pursue new skills and knowledge for personal and organisational development.
- Undertake all training and development required for the program.
- Assist the Community Support Manager with the planning and coordination of the casework delivery program.
- Contribute to the development of the Northern Rivers
- Community Gateway, through participation in organisation wide planning and review process, performance planning reviews and other activities, as required.
- Positively and constructively represent our organisation to external contacts

## Selection criteria

### Essential

1. Relevant tertiary qualifications in social science or related field and/or equivalent work experience in a casework/counselling role.
2. Ability to use professional and specialised knowledge in working with Aboriginal and

Torres Strait Islander peoples, disadvantaged clients, and human service agencies

3. Demonstrated understanding of work activities related to case coordination of people with complex needs and the ability to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined
4. A sound knowledge of procedural/operational methods relating to the workplace including; case notes, updating data systems, contribute to the development of work methods, the setting of outcomes. and effectively managing time.
5. Working knowledge of statutory requirements relevant to this role
6. Experience in supervising staff in a specialised field
7. Proficient in the use of Microsoft and database programs

### Additional requirements

1. A current NSW Drivers licence
2. Satisfactory completion of a National Criminal History Records checks prior to commencement and every 3 years thereafter.
3. Current working with children's check and every 5 years thereafter

#### For office use only

Version 2

CEO approval 13/09/2021