POSITION DESCRIPTION - CASEWORKER – ABORIGINAL IDENTIFIED

Position	Caseworker - Aboriginal Identified
Line Supervisor:	Services Director
Hours:	24 hours per week. Exact hours and days of work to be negotiated.
Contract Type:	This is a 12 month fixed term role. The role may be extended, for up to two years dependent on funding.
Classification:	Grade 5 – Social, Community, Home Care and Disability Services Industry Award 2010

Karinya House Overview

Karinya House is a community based, not for profit organisation servicing the ACT and surrounding regions. Since 1997, Karinya House has provided immediate support for women who are pregnant or have new babies and have nowhere else to turn.

As a twenty-four hour, seven day a week service, Karinya House is the only service specifically for pregnant and parenting women in the region, offering residential as well as outreach case management and support.

Karinya House recognises and acknowledges the unique lived experiences of women as they navigate building a future for themselves. Our practice framework is focused on developing a sense of hope and belonging, to effect lasting positive change in the lives of the women in contact with Karinya House.

By providing a framework of care that encompasses the whole person, practitioners walk alongside women as they develop their capacity to represent themselves and to make informed choices about their own lives. The Karinya House Practice Framework is founded within the principals of trauma informed care and practice. Individual casework management and flexibility in service provision are paramount at Karinya House.

Karinya is a non-religious, non-government and non-judgemental organisation.

Position Function

A Caseworker, under the broad direction of the Executive Director, provides direct support to women and their babies/families through an individualised and flexible case management plan. A Caseworker builds a working relationship with the women she works with and creates a non-judgemental space of trust and safety within which women can commence addressing their needs and goals.

The role of the Caseworker - Aboriginal Identified is to provide a culturally responsive perspective to the work of the Karinya House casework team, and to work directly with pregnant or parenting women who identify as Aboriginal or Torres Strait Islander.

The caseworker may also be required to work with a range of women and families, including those who do not identify as Aboriginal or Torres Strait Islander.

A caseworker works to foster and progress the Vision and Core Purpose, of Karinya House, through the implementation of the Karinya House Practice Framework. An ability to work compassionately with pregnant and parenting women and families with complex needs and promote their empowerment and independence is an essential requirement of this position.

A caseworker must demonstrate an ability to think analytically, to respond to change and be flexible in service delivery. They also need a high level of interpersonal and communication skills (both oral and written).

Duties

A Caseworker shall, in addition to the responsibilities outlined in Social, Community, Home Care and Disability Services Industry Award 2010 (Appendix 1), provide:

1. **Casework Services**

I. Promote a supportive and caring atmosphere within the service and attend to matters in accordance with organisational policies and procedures.

II. Provide support to residential and outreach clients, in line with Karinya House's Practice Framework and related case management policies and procedures. This includes:

   a. Establishing and maintaining effective relationships with clients that encourages self-determination, agency and engagement.
   b. Co-develop and supporting the implementation of individualised case management plans with women that address their strengths, priorities and goals of a client.
   c. In collaboration with clients assess their strengths and priorities on an on-going basis and adjust case management plan as required to ensure the case plan continues to meet their goals.
   d. Support women to develop their parenting skills, and to access established community supports.
   e. Identify safety or care issues and report concerns in accordance with organisational policies and legislative requirements.
   f. Undertaking home visits.
   g. Advocating with and on behalf of clients regarding housing, legal and medical issues.
   h. liaise with other professionals and organisations, as required.
   i. Contributing to the Karinya House peer support/ education group program.
   j. Provide transport to clients attending medical, legal or housing appointments.
   k. Maintain and respect the privacy and confidentiality of all Karinya clients.

I. Work closely with the casework team to ensure best practice and consistency with case management.

III. Maintain a working knowledge of issues affecting Aboriginal and Torres Strait Islander families.
IV. Contribute to the Karinya House on-call roster.
V. Respond to phone enquiries and referrals in an appropriate manner.
VI. Maintain accurate and timely cloud-based client files.

2. Operational Duties

I. Lead the development and refinement of organisational policies and practices to ensure services are culturally responsive to Aboriginal and Torres Strait families.
II. Work flexibly to address organisational and client needs as required.
III. Contribute to the identification of service gaps and participate in a culture of innovation and continuous improvement by contributing to the regular review of activities, processes and systems and appropriately respond to feedback.
IV. Undertake administrative duties within a cloud-based system in a timely manner.
V. Contribute to the safe and effective operation of organisational assets through undertaking cleaning, maintenance or other related tasks.
VI. Maintain the highest level of professionalism, cultural sensitivity and adherence to organisational policy and procedures on Equity and Diversity and Workplace Health and Safety (including incident reporting in the performance of the responsibilities of the position).
VII. Contribute to the effective and respectful use of volunteers to support the organisational goals.

3. Other Activities

I. Participate in staff meetings.
II. Represent the Association in Sector and other meetings as required.
III. Attend professional training as required
IV. Assist with fundraising endeavours.
V. May be required to perform other duties as directed from time to time to suit organisational requirements and which are broadly consistent with the role.

Position Requirements

- Degree in social science, community services, social work or psychology, health (nursing, occupational therapy) and demonstrated relevant experience; or an Associate Diploma with substantial, demonstrated relevant experience working with women who are pregnant or parenting and their families.

- Knowledge of Aboriginal and Torres Strait Islander communities and cultures and an understanding of the issues impacting Aboriginal and Torres Strait Islander families in contemporary Australian society, particularly in the context of homelessness, domestic/family violence, mental health or drug and alcohol issues.

- Demonstrated experience working collaboratively with Aboriginal and Torres Strait Islander families to support positive outcomes.

- Ability to draw on knowledge of the local Aboriginal community and services, to advocate for the needs of Aboriginal women who are pregnant or parenting.

- Demonstrated understanding of working from a Trauma Informed Care framework and an understanding of Child Protection issues.

- Demonstrated knowledge of best practice and culturally responsive case management practices.

- Demonstrated ability to work collaboratively and productively within a team but also take initiative and responsibility for own areas of work and manage competing demands.

- Demonstrated ability to think clearly and analytically to respond to unexpected situations as they arise, in an appropriate manner and in a way that promotes a woman's sense of agency.

- Excellent communication and interpersonal skills which can be appropriately used when working with clients, colleagues, government departments and community organisations.

- Demonstrated influencing and negotiation skills and ability to forge professional, collaborative partnerships with key stakeholders.

- Demonstrated competency in the application of Microsoft Office 360 suite of programs, with ability and willingness to embrace new technologies and use cloud-based technology to manage client files.

- Demonstrated knowledge of workplace obligations, and experience in contributing to workplace practices and behaviours that promote, support and maintain a safe, healthy, equitable, diverse and respectful workplace.

- Ability to work flexible hours as required.

- Current unrestricted Drivers Licence.

- Current First Aid Certificate (including CPR).

Position Notes

- Being female is a genuine occupational qualification of this position under s34 of the *Discrimination Act 1991*

- This is a designated position in accordance with s42, the *Discrimination Act 1991* and is only open to Aboriginal and/or Torres Strait Islander people. Aboriginal and/or Torres Strait Islander heritage is considered essential and therefore a Confirmation of Aboriginality may be requested.

- Prior to commencing employment, you will be required to obtain the following, at your own cost:
    - Working with Vulnerable People Clearance.
    - Driving/ Licence record for the last 10 years from the relevant state/territory authorities, where you have held a driver's licence during this period.

- You will be required to undergo a pre-employment:
    - National Police Check.
    - Child and Youth Protection Service Records Check.
    - Medical Check.

Submitting an Application

Applications from suitably qualified and experienced candidates are open until ***9am Monday 22 November 2021***

Expressions of Interest must include the following:

- A Curriculum Vitae.
- A brief response to how your experience and qualifications meets each of the selection criteria. You should address each selection criteria separately and each individual criteria response should be no more than one paragraph.
- Details of two referees. Only referees of shortlisted candidates will be contacted.

Expressions of Interest should be submitted to:

Belinda Munn,
Karinya House, Executive Officer

Belinda.munn@karinyahouse.asn.au

by 22 November 2021

Shortlisted candidates will be required to attend an interview in a COVID Safe manner in late November 2021.

Enquiries about the Position

For further information on the position, in the first instance please contact Belinda Munn, Executive Officer, on 0408 095 243 or belinda.munn@karinyahouse.asn.au.

Appendix 1

Extract from Social, Community, Home Care and Disability Services Industry Award 2010

A.1 Social and community services employee level 5

A.1.1 Characteristics of the level

(a) A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.

(b) Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

(c) General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.

(d) Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.

(e) Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.

(f) Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

A.1.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

(a) responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;

(b) undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;

(c) undertake a minor phase of a broader or more complex professional assignment;

(d) assist with the preparation of or prepare organisation or program budgets in liaison with management;

(e) set priorities and monitor work flow in the areas of responsibility;

(f) provide expert advice to employees classified at lower levels and/or volunteers;

(g) exercise judgment and initiative where procedures are not clearly defined;

(h) understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;

(i) monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;

(j) undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation

(k) undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;

(l) operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;

(m) undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;

(n) plan, co-ordinate, implement and administer the activities and policies including preparation of budget;

(o) develop, plan and supervise the implementation of educational and/or developmental programs for clients;

(p) plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;

(q) where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:

- **(i)** under general direction undertake a variety of tasks of a specialised and/or detailed nature;
- **(ii)** exercise professional judgment within prescribed areas;
- **(iii)** carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
- **(iv)** provide reports on progress of program activities including recommendations;
- **(v)** exercise a high level of interpersonal skills in dealing with the public and other organisations;
- **(vi)** plan, develop and operate a community service organisation of a moderately complex nature.

A.1.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

(a) Skills, knowledge, experience, qualifications and/or training

(i) knowledge of organisational programs, policies and activities;

(ii) sound discipline knowledge gained through experience;

(iii) knowledge of the role of the organisation, its structure and services.

(b) Prerequisites

(i) relevant degree with relevant experience;

(ii) associate diploma with substantial experience;

(iii) qualifications in more than one discipline;

(iv) less formal qualifications with specialised skills sufficient to perform at this level; or

(v) attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

(c) Organisational relationships

(i) work under general direction;

(ii) supervise other employees and/or volunteers.

(d) Extent of authority

(i) exercise a degree of autonomy;

(ii) control projects and/or programs;

(iii) set outcomes for lower classified staff;

(iv) establish priorities and monitor work flow in areas of responsibility;

(v) solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.