

## POSITION DESCRIPTION - CASEWORKER

<b>Position</b>	Caseworker
<b>Line Supervisor:</b>	Services Director
<b>Hours:</b>	48 hours per fortnight. 3-4 days per week, between Monday and Friday. Exact hours and days to be negotiated
<b>Contract Type:</b>	This is an ongoing position, subject to available funding.
<b>Classification:</b>	Grade 5 - \$44.24 per hour. <a href="#">Social, Community, Home Care and Disability Services Industry Award 2010</a>

### **Karinya House Overview**

Karinya House is a community based, not for profit organisation servicing the ACT and surrounding regions. For almost 25 years, 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 principles 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 CEO, 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 they work with and creates a non-judgemental space of trust and safety within which women can commence addressing their needs and goals.

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](#) 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 clients that address the strengths, priorities and goals of a client.
  - c. In collaboration with clients assess client's strengths and priorities on an on-going basis and adjust case management plan as required to ensure the case plan continues to meet client goals.
  - d. Support clients 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 privacy and confidentiality of all Karinya clients.
  - l. Work closely with Casework team to ensure best practice and consistency with case management.
- III. Have a sound knowledge of the community and health sectors and appropriately refer clients.
- 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. Work flexibly to address organisational and client needs as required.
- II. 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.
- III. Undertake administrative duties within a cloud-based system in a timely manner.
- IV. Contribute to the safe and effective operation of the organisational assets through undertaking of cleaning, maintenance or other related tasks.
- V. 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).
- VI. 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.
- Demonstrated understanding of working from a Trauma Informed Care framework and an understanding of Child Protection issues.
- Demonstrated experience and knowledge of case management practices including case file management.
- Demonstrated experience in working with women and/or families experiencing homelessness, domestic/family violence, mental health or drug and alcohol issues.
- An understanding of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities.
- Demonstrated ability to work collaboratively and productively within a team but 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 high-level computer literacy 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**

- Identifying as female is a genuine occupational qualification of this position under section 34 of the Australian Capital Territory Discrimination Act 1991.
- You must have rights to work in Australia.
- 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**

For further information on the position, please contact Belinda Munn, Chief Executive Officer – Interim, on 0408 095 243 or [belinda.munn@karinyahouse.asn.au](mailto:belinda.munn@karinyahouse.asn.au)

Applications from suitably qualified and experienced candidates are open until **8am Monday 29 August 2022**

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 response should be no more than one paragraph.

Expressions of Interest should be submitted to: Belinda Munn - Karinya House, CEO – Interim  
[belinda.munn@karinyahouse.asn.au](mailto:belinda.munn@karinyahouse.asn.au)  
**By 8am Monday 29 August 2022**

Shortlisted candidates will be required to attend an interview in a COVID Safe manner in early September 2022.