



POSITION DESCRIPTION – CASEWORKER

Position	Caseworker
Line Supervisor:	Services Director
Hours:	Up to 35 hours per week. Appointment of hours will be negotiated with the successful applicant between 26 – 35 hours per week Days and hours worked will also be negotiated. Standard hours are no more than 8 hours per day, worked between the span of 8am – 5pm, Mon- Fri
Contract Type:	Ongoing, subject to funding availability.
Classification:	Grade 5 Social, Community, Home Care and Disability Services Industry Award 2010 Includes up to \$17,500 flexible salary packaging including meal and entertainment.

Karinya House Overview

Karinya House is a community based, not for profit organisation servicing the ACT and surrounding regions. For over 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 Services 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 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 support 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, amongst others.
 - h. Contributing to the Karinya House peer support/ education group program.
 - i. Provide transport to clients attending medical, legal or housing appointments.
 - j. Maintain and respect privacy and confidentiality of all Karinya clients.
 - k. Work closely with Casework team to ensure best practice and consistency with case management.
- III. Have a sound knowledge of the community sector 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. Attend professional training as required.
- II. Participate in staff meetings.
- III. Represent the Association in Sector and other meetings as required.
- IV. 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 or Associate Diploma in social science, community services, social work, psychology, health (nursing, occupational therapy) or related field, and relevant experience, **OR** extensive demonstrated experience and expertise in working with pregnant and parenting women and/or families.
- A commitment and demonstrated capacity to work from a Trauma -Transformative Practice Framework.
- Demonstrated experience in working with women and/or families experiencing homelessness, domestic/family violence, mental health, drug and alcohol issues, or engaged with the child protection system.
- An understanding of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities.
- A demonstrated commitment to contributing to environments that promote child safety and wellbeing. Including an understanding of child protection issues.
- An understanding of case management practices including case file management.
- 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.
- Current unrestricted Drivers Licence.
- Current First Aid Certificate (including CPR), or ability to obtain one prior to commencement in the role.

Position Notes

- Identifying as female is a genuine occupational qualification of this position under section 34 of the Australian Capital Territory Discrimination Act 1991.
- Aboriginal and Torres Strait Islander people, or people from Culturally and Linguistically Diverse backgrounds are particularly encouraged to apply.
- You must have rights to work in Australia.
- Karinya House is located in a residential area in North Canberra. The location offers free on-site parking and bus connections.

Background Checks

All volunteers and staff of Karinya House are required to have the following documents and background checks:

- Working with Vulnerable People Card
- 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.
- National Police Check.
- International Police Check if you have lived overseas for more than 12 months in the last 10 years.
- Suitable Person Record Check by Children, Youth and Families. Please be aware as part of this background check you will be asked for personal details and background information including the personal details of any of your children and any other children for whom you are, or have been a carer for. Along with information regarding any criminal history, domestic and/or family violence matters or involvement with any statutory child protection systems.

Once appointed, the Services Director or Finance and Administration Officer will assist you in obtaining the necessary background checks.

Submitting an Application

Expressions of Interest from suitably experienced and qualified candidates are ***currently open and welcome on an ongoing basis. Please provide your EOI at your earliest convenience***, applications will be assessed as they are received.

For further information on the position, please contact Belinda Munn, Services Director, belinda.munn@karinyahouse.asn.au

Expressions of Interest must include the following:

- A Curriculum Vitae.
- A brief response to how your experience and qualifications meets the selection criteria.

Expressions of Interest should be submitted to: Belinda Munn - Karinya House, Services Director
belinda.munn@karinyahouse.asn.au
At your earliest convenience