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| **Position Title & Level/Grade:** | Family Worker Level 5 CatholicCare Enterprise Agreement | **Department:** | Counselling and Therapy Services |
| **Reports to:** | Director Business & Development | **Supervises:** | Nil |
| **Internal Liaisons:** | The Family Worker will work as part of a multidisciplinary team (MDT) along with clinicians, and an Occupational Therapist. They are also part of the broader integrated counselling team at CatholicCare. The team is supported by the Program Manager.  | **External Liaisons:** | The Family Worker may need to liaise and communicate with external stakeholders including a child treating team such as GP’s, teachers, Care & Protection and psychiatrists. |

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| **Position Objective** | The key responsibilities of the Family Worker will be to provide support within a care coordination framework to children (and their families) aged 0-12 years who have experienced trauma. Working as part of a multidisciplinary team (with an OT and psychological services) the family worker will assist the children and their families to navigate the service system and provide care coordination and outreach support with the aim of improving functioning at school and in relationships. This is achieved through collaborative engagement, service coordination, information, education, referral and advocacy. |
| **Key Responsibilities** | **Provide a quality intake and assessment process*** Participate in the MDT shared intake and triage processes
* Conduct comprehensive assessments according to service processes/requirements and sector guidelines.
* Provide information regarding a more relevant service when inappropriate referrals are received.
* Provide feedback and follow up to referring party.

**Provide a quality care coordination*** Ensure support is provided in line with any professional or CatholicCare Code of Ethics and Conduct.
* At the first appointment, you are required to inform the child of the limitations of confidentiality and your obligations under the Child Protection and Privacy Act. Being a mandated person, you must adhere to any policy or legislation regarding this.
* Use your professional judgement regarding liaison and feedback with parents. This may include engagement with parents, caregivers and community elders as appropriate.
* Provide care coordination that may be done on site, over the phone or via outreach. This includes regular contact with clients/families (based on need but expected to incorporate weekly or fortnightly contact)
* Be prepared for all client work, including resources required.
* Adopt a range of evidence-based interventions appropriate for use with children under the age of 12 and their family members.
* Carry an average caseload of between 15 cases at any one time (ranging between 12-20 depending on varying complexity)
* Conduct a minimum of one joint assessment per week.
* Provide active holding to waitlisted clients and families

**Ensure that clinical and administrative standards are maintained in accordance with the program’s policies*** Maintain client records per program policy and within policy timeframes.
* Contribution and completion of support letter and reports may be required.
* A case note must be made for every interaction regarding the case, including any correspondence, e-mails and other documents. Case notes must be factual, relevant and adhere to any CatholicCare process or practice.
* Complete Connx timesheets on a fortnight basis. Where pay dates fall during a holiday period, have these completed prior to commencement of break and complete any other required documentation as requested by Program Manager or stipulated in policy and procedure (e.g. travel allowance forms, leave forms, time in lieu requests).

**Supervision and professional development*** Attend, organise and carry out professional supervision and training as appropriate and in accordance with the relevant policies and procedures.
* Staff are supported to participate in supervision and ongoing training. It is the staff member’s responsibility to manage their PD requirements including attending core training required by the agency and relevant contracts.
* Policies in these areas are to be followed.

**Group Programs*** Co-facilitate group based programs for children and their families. Training in specific programs may be required.
* May be required to facilitate these programs after usual business hours to ensure the programs are accessible for families.

**Team Meetings*** The Clinician will attend, participate and contribute towards team meetings: this includes being on time and coming prepared to meetings. Team meetings will include regular MDT meetings as well as scheduled broader team meetings.

**Ability to provide a professional quality service to all stakeholders*** The Clinician will maintain professional communication and provide timely response to all stakeholders

**Risk Management*** Comply with Organisational, Portfolio and Program Specific Policies and Procedures.
* Comply with Workplace Health and Safety Laws.
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| **Key Selection Criteria** |
| * Qualification in social work or relevant human services field.
* Experience working with children who have experienced trauma.
* Ability to respond appropriately to crisis situations and to manage risk.
* Commitment to delivering evidence based practice.
* Willingness to reflect on, review and challenge current practice and an openness to training and development.
* Good verbal and written communication skills, and good time management skills
* Have an understanding of EEO, Work Safety and confidentiality
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| **Experience & Knowledge** | * Knowledge and understanding of the key issues children who have experienced truma are facing.
* Knowledge of related standards, laws, legislation, awards regulations and codes.
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation.
* Understanding of the welfare sector and models of service.
* Understanding of Quality Assurance Standards, protocols and implementation.
* Knowledge of Strengths Based Case Management and its application.
* Understanding of the key elements of collaborative practice and service coordination.
 | **Attributes** | * Evaluating and monitoring own performance.
* Having knowledge and confidence in own ideas and vision.
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Working under pressure.
* Demonstrating resilience.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Emotional Intelligence.
* Commitment to Social Equity.
* Sense of Humour.
* Enthusiastic and Positive.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |