

Job and Person Specification

Position:	Senior Case Worker
Shift details:	<p>Primarily rostered across weekdays during business hours.</p> <p>To cover leave and program support needs, shifts may also be rostered in the evening/overnight and across weekends and Public Holidays.</p> <p>In negotiation with the worker, the start and end time of shifts may be altered due to leave and program need.</p>
Program:	<p>Primary Program: NHHA Program</p> <p>Primary location: Emergency Program</p> <p>Other Program: Mental Health Programs</p>
Award:	<p>Social, Community, Home Care and Disability Services Award Crisis Accommodation Employee Level 3 Pay point 1-3 (dependent upon qualifications and experience)</p> <p>Loadings for weekend and evening work Salary packaging available On call Allowance</p>
Reports to:	Manager National Housing and Homelessness Agreement (NHHA) Services
Responsible for:	A team of part-time Community Service Workers
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment
Status:	Full-time: 1.0 FTE 76 hours/fortnight
Length of Position:	Contract until 30 June 2021
Location:	Inner City Adelaide

Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation and accommodates up to 59 women per night, as well as supporting many others via outreach services or through women using our onsite Women's Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

As a not for profit organisation, staff are required to work collaboratively to achieve good client and service delivery outcomes. It is appreciated that although some staff have different roles in the team, every role and every person is equally valued

Position Objectives

The Senior Case Worker will be accountable for:

- Working collaboratively with team members to deliver a high quality service, which is consistent with program goals and provides a safe and positive environment for clients
- Oversee and provide direction for the case management of all clients and referrals where appropriate
- Supervise other staff in the absence of relevant Line Manager
- Provide expert advice and direction to staff classified at a lower level
- Respond to staff and client concerns/enquiries as necessary
- Oversee and ensure professional and consistent management of all client data for the team, in line with service requirements

Part A - Key Responsibilities

KEY AREA	KEY TASKS
Case management	<ul style="list-style-type: none"> • Provide a high quality case work service to clients with multiple complex support needs • Work with Line Manager to provide senior oversight to the client case management • Provide a lead role in the assessment and support of complex referrals • Keep Line Manager informed of relevant issues that may arise with clients each day and meet with clients to address where appropriate • Attend to all relevant client support reporting requirements • Complete client file audits • Outreach with exiting clients as required • Other tasks and duties as required
Data management	<ul style="list-style-type: none"> • Take a lead role with Line Manager in program data management and outcome analysis to ensure staff meet service agreement performance targets, KPIs and any other agreed organisation targets/measures • Use the data recording system to record client information in the client file, as per program guidelines • Ensure the accurate recording and reporting of all NDIS support services provided, as per program guidelines • Support staff to develop the skills needed to meet data reporting responsibilities • Oversee electronic client record management (CRM) data entry, data management, staff training and support for the team • Assist in the preparation of written reports for stakeholders as required
Staff Support	<ul style="list-style-type: none"> • Model appropriate conduct, values and behaviour in your support of staff • Provide positive leadership qualities at all times • Ensure a positive team culture is upheld in the programs in which you work • Provide induction and training to new staff as appropriate • Provide training or support to develop skills in existing staff • In the absence of Line Manager manage any roster issues that arise; develop rosters if directed and communicate any changes or issues with all staff • Perform Higher Duties when Line Manger on leave or as required • Communicate any issues of concern in a timely way to Line Manager

<p>Client Support</p>	<ul style="list-style-type: none"> • Ensure clients are supported to work towards their empowerment, self-efficacy and ongoing personal development and to live as autonomously as possible • Support clients develop self-advocacy skills and how to navigate service systems • Accompany clients to appointments as required • Assist clients to move from Catherine House accommodation into the community or from one form of housing type to another (e.g. from a boarding house to community housing) including the purchase or sourcing of household items • Provide medication to clients according to program guidelines • Support clients with symptom and crisis management, safety planning, and general support to manage day to day issues that arise for living in their accommodation/housing setting and as a member of a broader community; e.g. conflict management, developing assertiveness/coping skills, strategies to improve decision making/problem solving and managing personal safety • Engage in professional and proactive handover and communication procedures to ensure workers coming onto shifts are aware of all relevant information pertinent to client and staff safety • Engage in regular supervision and team meetings, where progress and decisions around client care is continually reviewed by team members and the Line Manager • Support clients to access the NDIS and if relevant participate in any NDIS Plan Reviews • Support clients work with their NDIS Support Coordinators and Plan Managers to have their support needs met and work towards their goals • Cover a sleepover shift as needed and in negotiation with the Line Manager
<p>Public Officer Responsibilities</p>	<ul style="list-style-type: none"> • As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.
<p>Corporate Responsibilities</p>	<ul style="list-style-type: none"> • Initiate and participate in activities in support of best practice, a learning organisation, and the generation of knowledge capital • Ensure that clients are respected and treated in a non-judgemental way • Participate in the organisation’s process of continuous quality improvement • Maintain and respect resident privacy and confidentiality within the role of Senior Case Worker and as a team member of Catherine House Inc. and other legal mandates • Attend required meetings, supervision training and professional development • Work within the philosophy, aims, vision, objectives, culture of Catherine House Inc.

Part B - Person Specification

Experience and Qualifications

Essential

- Tertiary Qualifications in community or health services
- Extensive knowledge of the homelessness and community housing sector
- Experience working in a senior role
- Experience in line management, staff support and supervision
- Extensive experience in assessing mental health, AOD, and domestic violence
- Client crisis management, de-escalation of incidents and management of client behavioural and support issues
- Experience working with women with trauma backgrounds as a result of childhood or adult experiences of neglect or abuse
- Working with women from diverse backgrounds, cultures, religions and sexuality
- Demonstrated skill in prioritising workloads to meet required timeframes
- Demonstrated effectiveness in dealing with a range of challenging client scenarios
- Familiarity with using IT systems to maintain data records
- Demonstrated flexibility and reliability

Knowledge

- A sound knowledge of mental health issues/diagnoses
- Knowledge of working with women in crisis, experiencing low motivation and disengagement
- Domestic and family violence risk assessment, referral and safety protocols
- Understanding of the impact of childhood and adult trauma on client's functioning, wellbeing and motivation
- The causes and effects of substance use, addiction and dependency behaviour
- Recovery and rehabilitation frameworks
- Trauma informed practice
- NDIS service delivery
- Client/person centred, strengths-based client empowerment models of practice
- Private rental application requirements
- Residential Tenancy Act
- Knowledge of and ability to respect the principles of privacy and confidentiality
- Professional boundaries

Personal skills and attributes

- Possess flexibility, adaptability and versatility of approach to handle changing work requirements
- Well-developed administrative, coordination, and organisational skills
- Well-developed interpersonal skills
- Possess tact, discretion, diplomacy and negotiating skills
- The ability to work independently and autonomously within broad guidelines
- The ability to meet deadlines and determine priorities
- The ability to acquire knowledge and learn relevant new skills
- Possess creativity and initiative
- Ability to encourage, inspire and motivate
- Skills in problem solving and conflict resolution
- Computer skills in Microsoft suite: Outlook, Excel, Publisher
- Data entry skills

Desirable


- First Aid Certificate or a preparedness to obtain one if the organisation requires it
- Working with women who have experienced homelessness
- Work across program to cover staff leave or program needs

Additional Requirements

- Unrestricted Driver's License
- Current DHS Disability Services Employment Screening is required
- Current (within 3 years) Child Safe Environments training is required
- On-call duties

ACKNOWLEDGEMENT AND APPROVAL

Last updated: January 2021

Approved by  Date15 January 2021.....

Employee Name

Signature Date

Part C – Role of the Catherine House Worker In the Management of Work Health & Safety

The worker is responsible for:

1. Commitment.

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

2. Legal and Policy Requirements.

- Comply with all relevant policies and procedures.
- Improve systems of work and safe work practices.

3. Performance and Training.

- Participate in relevant WHS training programs.
- Include WHS goals and responsibilities when reviewing their Job and Person Specifications in consultation with their Manager.
- Include WHS goals and responsibilities and training in supervision meetings

4. Risk Management and Hazard Control.

- Report hazards and unsafe workplace practices associated with the workplace to their Manager.
- Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards.

5. Incident Reporting and Investigation.

- Report work related injuries and incidents in accord with CSH&WSA and agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with the CSH&WSA and agency procedures.

6. Consultation.

- Raise WHS issues with their work colleagues, Manager, WHS Committee, WHS worksite representative and assist with their resolution.
- Regularly discuss WHS issues with other staff at staff meetings.
- Regularly consult with colleagues on WHS issues, and actively participate in WHS committees if required.

7. Monitoring.

- Monitor and evaluate their WHS performance.
- Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
- Participate in workplace WHS inspections/audits, and assisting in the maintenance of WHS facilities, resources, equipment and information.
- Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities to WHS.

Worker’s Name: _____ Signature: _____ Date: _____