



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Integrated Family Services (IFS) - Case Worker	
<b>TERMS AND CONDITIONS</b>	Social, Community, Home Care and Disability Services Industry Award 2010	
<b>SERVICE/BUSINESS AREA</b>	Children, Youth and Family Services, Integrated Family Services	
<b>LOCATION</b>	Broadmeadows	
<b>ACCOUNTABLE &amp; REPORTS TO</b>	Senior Practitioner IFS Broadmeadows	
<b>POSITION/S REPORTING TO THIS POSITION</b>	N/A	
<b>INFORMATION CONTACT</b>	Senior Manager	Telephone 03 9302 6100

### AGENCY OVERVIEW

Kildonan UnitingCare is an innovative and trusted community service organisation within one of Australia's largest welfare networks, UnitingCare Australia – an agency of the Uniting Church.

We are one of Australia's oldest organisations dating back to 1881 – yet we are rapidly gaining a reputation for delivering some of the most proactive, innovative and relevant community services in Victoria.

Kildonan supports more than 15,000 Victorian individuals, families and communities each year from metropolitan Melbourne through to North Regional Victoria, following a merger with UnitingCare Cutting Edge in 2014. Kildonan is committed to assisting to develop and sustain a society that values and cares for its children. All children who have contact with Kildonan staff, whether directly or indirectly, have a right to feel and be safe.

Kildonan is an inclusive organisation acknowledging and valuing diversity: socio economic status, sex, gender, sexuality, ability and cultural background.

We deliver quality services to our stakeholders through the organisational values of *Respect, Trust, Compassion, Integrity* and *Justice*.

### SCOPE OF POSITION

Integrated Family Services provides a case management and support service for children, young people and their families. Integrated Family Services is an outreach case management service that aims to enhance family functioning by addressing children's needs and improving parenting skills and relationships. This service is provided in accordance with the Department of Human Services Strategic Framework for Family Services. Kildonan provides services within the Cities of Yarra, Darebin, Whittlesea, Banyule / Nillumbik, Hume and Moreland. Kildonan is part of the North East Metro Child and Family Services Alliance and Hume Moreland Integrated Family Services Alliance and intake to our family services is coordinated and prioritised through the NE Child FIRST in the NE catchment and Hume Moreland Child FIRST in the HM catchment. Referrals to family services are made by community members, staff from community agencies or the Department of Human Services including Child Protection.

Integrated Family Services works with vulnerable children, young people and their families who are being impacted upon by disadvantage including poverty, trauma, substance abuse, mental health and family violence and are potentially at risk of becoming involved with the Child Protection system or are already involved with child protection.

Integrated Family Services works closely with the Victorian Aboriginal Child Care Agency to ensure when working with Aboriginal clients our services are culturally appropriate.

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KEY RESPONSIBILITIES
<p><b>Role</b></p> <ul style="list-style-type: none"> <li>Has responsibility for a caseload of allocated families.</li> <li>Work alongside the client family on agreed goals, assisting the family's progress through the service.</li> <li>Develop strategies to assist clients to meet their goals. Client progress and family needs are regularly reviewed and evaluated and exit plans for the family are formulated.</li> <li>Is involved in program development and agency networks as determined by the Team Leader in line with the Agency Strategic Plan and Integrated Family Services' Work Plan. Participation in staff presentations and professional development also occurs in line with the Agency's Strategic Plan.</li> <li>Assertively engage with families and their children that are difficult to reach or engage.</li> <li>Undertake an ongoing holistic family assessment, including family strengths and potential risk factors for children and young people.</li> <li>Develop and implement identified goals and case plans which specify the delivery of services to families.</li> <li>Facilitate coordination within the multiple agency service system.</li> <li>Develop and maintain knowledge of community resources and networks.</li> <li>Liaise with agencies involved with the family, especially DHS Child Protection and Integrated Family Services' partner agencies.</li> <li>Keep the Team Leader / Senior Practitioner advised of potentially critical situations involving families.</li> <li>Maintain up-to-date case notes and data records for each family.</li> <li>Arrange case conferences where required and undertake regular reviews with families.</li> <li>Facilitate and advocate for the family's access to services.</li> <li>Prepare client/family assessment, review and closure reports.</li> <li>Assist the family's motivation to change and use appropriate strategies to enhance the family's motivation.</li> <li>Communicate respectfully and honestly with families and demonstrate transparent practice in relation to welfare concerns.</li> <li>Complete risk assessments in line with the Best Interests Case Practice Framework.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Kildonan UnitingCare.</li> <li>Participates in regular supervision sessions with the Team Leader / Senior Practitioner in line with agency standards.</li> <li>Participate in and contribute to staff processes of reflection, review development and planning, both in general and on occasions specifically designed for these purposes.</li> <li>Participate in the development and maintenance of a cohesive team.</li> </ul> <p><b>Agency Involvement</b></p> <ul style="list-style-type: none"> <li>Participate in wider agency and external agency activities as appropriate.</li> <li>Promote Kildonan programs in the broader welfare community as appropriate.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>Participate in professional development activities related to casework as negotiated with the Team Leader that support individual professional development as well Kildonan's strategic and operational plans.</li> <li>Participate in Kildonan's Staff Appraisal process, including regular supervision in order to meet personal professional development goals.</li> </ul>



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ROLE ATTRIBUTE REQUIREMENTS	
<b>Ethical</b>	<ul style="list-style-type: none"> <li>– Has integrity and principles</li> <li>– Is truthful</li> <li>– Reflects expected standards of behaviour and/or Code of Conduct</li> </ul>
<b>Honest</b>	<ul style="list-style-type: none"> <li>– Is credible and truthful</li> <li>– Is reliable and trustworthy</li> <li>– Acknowledges and learns from mistakes</li> </ul>
<b>Client/member focused</b>	<ul style="list-style-type: none"> <li>– Prioritises needs of clients and members</li> <li>– Aims for best outcomes for clients and members</li> <li>– Is outcome focused</li> <li>– Follows through with commitments</li> </ul>
<b>Self-disciplined</b>	<ul style="list-style-type: none"> <li>– Manages own time to achieve key outcomes</li> <li>– Avoids distraction and diversions</li> <li>– Demonstrates punctuality and meets agreed schedules and timelines</li> <li>– Manages time and uses tools effectively to assist with planning and organising</li> </ul>
<b>Flexible</b>	<ul style="list-style-type: none"> <li>– Adapts to changing circumstances in the workplace</li> <li>– Prioritises work and addresses what is most important</li> <li>– Takes advantage of new and emerging opportunities</li> </ul>
<b>Resilient</b>	<ul style="list-style-type: none"> <li>– Recovers from setbacks</li> <li>– Overcomes obstacles and impediments</li> <li>– Learns from experience and identifies areas for self-development</li> </ul>
<b>Culturally aware</b>	<ul style="list-style-type: none"> <li>– Respects difference in all its forms</li> <li>– Adapts language to aid communication</li> <li>– Values diversity as a strength and positively utilises diversity</li> </ul>
<b>Work Standards</b>	<ul style="list-style-type: none"> <li>– Has high work standards and is proactive in carrying out work and ensuring service reliability</li> <li>– Has high work ethic even when processing mundane non-challenging duties</li> </ul>
<b>Inclusive</b>	<ul style="list-style-type: none"> <li>– Recognises the rights of others</li> <li>– Is committed to social justice and social inclusion</li> <li>– Makes equitable decisions</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>– Works with others to achieve common goals</li> <li>– Engenders a spirit of teamwork</li> <li>– Inspires trust</li> </ul>
<b>Supportive</b>	<ul style="list-style-type: none"> <li>– Encourages others to attain goals and achieve</li> <li>– Listens actively and inspires confidence</li> <li>– Demonstrates empathy when confronted with adversity</li> </ul>



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### KEY SELECTION CRITERIA

#### Qualifications & Accreditations

- Minimum tertiary qualifications in Social Work, Psychology, Welfare or a related discipline is essential

#### Skills & Experience

- Demonstrated skills and experience in working with disempowered and vulnerable people, including:
  - capacity to engage clients and establish effective helping relationships,
  - Undertake strength based assessments, needs analysis, development of intervention plans and work with clients to bring about change; working with culturally and linguistically diverse communities.
  - understanding of the issues involved in casework with children, young people and families.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including children's developmental needs, parent skill development, working with diversity, drug and alcohol recovery, the cycle of violence, crisis planning and family and broader systems.
- Ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Human Services.
- Excellent written and verbal communication skills.
- Intermediate to advanced Computer literacy using MS Word, Outlook, Excel and efficient and effective data entry skills.
- Commitment and ability to work independently and as a member of a team.
- Ability to maintain a solutions-based focus when faced with challenges.

#### Personal Attributes

- A proven commitment to social justice and the development of self-determination.
- Integrity in professional value and capacity to inspire trust.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Ability to be self-reliant, motivated and accountable in managing multiple tasks and meeting timelines and targets.
- Commitment and ability to work independently and as a member of a team.

#### Mandatory

- Current Driver's License
- Current Victorian Working With Children Check
- Completed Police Records Check with a successful outcome

### ACKNOWLEDGEMENT:

**Diversity, Gender & Respectful relationships** – Knowledge and understanding of the principles of anti-discrimination and equal opportunity legislation and demonstrates ability to interpret and uphold principals and standards of equal opportunity policies into practice and committed to building a workplace culture that actively promotes equal and respectful relationships between genders.

**Occupational Health & Safety** – Ensure that a system of work that is safe and without risk to health is developed, documented and followed by all employees, volunteers, clients and visitors through appropriate supervision, training and monitoring. Maintain compliance with OHS legislative requirements and Kildonan's OH&S policies, procedures and guidelines. This includes reporting of safety incidents and hazards as soon as you are aware of them



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**Quality Service Systems** – Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan and Policy, and to our quality assurance processes. Enhances quality practices, ensures own work meets quality requirements, and provides input into continuous improvement through consultation.

**Drugs and Alcohol** - A staff member is not to be adversely affected by alcohol, drugs or any other detrimental substances whilst employed in this position at Kildonan UnitingCare.

### POSITION INCUMBENT:

I have read and understood this position description. I acknowledge that description of the role is an outline and guide to the tasks of the professional activities needed to undertake the role successfully. I understand that annual review of the position description may occur and may be amended from time to time as the organisation needs change. Changes to the position description will be consistent with the purpose for which the position was established.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This position description has been approved by:  
Senior Manager, People and Culture

Signature: \_\_\_\_\_

Print name: Meagan Downie

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_