



# Position Description

## Caseworker: Child Team – Family Preservation

Western Sydney Nepean Blue Mountains (WSNBM)

March 2022

### Agreement

\_\_\_\_\_  
Signed–Manager

\_\_\_\_\_  
Signed–Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Do all the good you can**  
because every life matters



# Caseworker

## Family Preservation

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- Our Clients
- Our People
- Our Operations
- Our Financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Family Preservation

The aim of Family Preservation is to enable children and young people to remain living safely at home wherever possible and prevent an unnecessary out-of-home-care placement. The program focuses on improving family functioning and enable families to access appropriate social and practical support for children and young people aged 0-17 years of age.

The program is in alignment with the “Premier’s Priorities” to decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.

Priority access for new families is:

- Child at Risk of Significant Harm (ROSH)
- Families with children under 5 years old
- Families
- Young pregnant people in Out of Home Care (OOHC)
- Young parents in OOHC or leaving OOHC
- Newly arrived refugee families
- Unaccompanied children in specialist housing services
- Existing Clients from the Department of Communities & Justice (DCJ) referral pathway transferring to a new area.

Eligibility for families will be guided by:

- Domestic and Family violence
- Drug and Alcohol misuse
- Mental health concerns
- A significant learning difficulty or disability
- Inadequate parenting skills or supervision
- Limited family, social or community supports
- Support families where restoration is occurring
- Limited school attendance

- A health condition requiring ongoing treatment.

### 3 Overview of Role

- This role focuses on children aged 4-11 years of age, but may include referral of all ages
- Be a part of a team providing a professional and collaborative child centred and family focused early intervention service to children, young people and families to prevent issues escalating further which might put them at risk of entering the child protection system,
- Maintain a caseload of up to 10 families and conduct weekly home visits with all your clients
- Ensure client files are maintained accurately, up to date, and comply with Wesley's procedures and policies
- As directed by your Manager, other activities to support the delivery of the Wesley Family Preservation Business Plan and Wesley Mission Strategic Plan
- Comply with Wesley Mission's Code of Conduct and Family Preservation's "Vision, Values & Behaviours" statement.

### 4 Relationships

Reports to: Team Leader.

Other: All Family Preservation staff; liaise and work with staff from Government and Non-Government agencies involved in the provision of Family Preservation services

### 5 Major Role Responsibilities

#### 5.1 Our Clients

- Work within the Foundations for Change guidelines and practice principles:
  - Child centred, family focused, trauma informed, culturally appropriate, and strengths based
  - Flexible and reflect that family's needs are not static
  - Work as a coaching collaborative practitioner, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting
  - Engage families in relevant service delivery components
  - Be an active member in the community.
- Create, monitor, and build collaborative working relationship with families through a coaching approach that is focused on safety and trust:
  - Identify the purpose or reason for change, develop goals, and build motivation to work towards those goals
  - Explore and learn what is needed to reach parental goals
  - Identify, evaluate, and plan strategies that will help parents achieve their goals
  - Support parents to implement their plan, monitoring progress and troubleshooting
  - Work to ensure that gains are maintained over time and contribute to growing parental self-efficacy and greater autonomy and independence.
- Complete Risk of Significant Harm (ROSH) Child Protection Reports to the NSW Helpline where appropriate and in line with procedures
- Respond to ROSH reports as per procedures
- Maintain a working knowledge of and adhere to, The Children and Young Persons (Care and Protection) Act 1998), the Privacy Act and other relevant legislation
- Gather cultural information for clients and families to build a greater understanding of the family's beliefs and history
- Conduct 'Cold Call' visits with other workers with the view to engaging families in a discussion around their children's wellbeing and possible support services that may be available to them
- Seek informed consent and agreement to participate with families
- Conduct regular reviews with families, and other relevant parties, to celebrate success and review plans, including extended family and community networks where relevant
- Discuss and plan for exits with families, and exit families efficiently as risk is reduced within the time frame
- Engage in and support families with recording sessions, for practice review and fidelity

### **5.1.1 Performance Measures**

- Key relationships are functioning well
- Achieve targets for home visit delivery as per Service Provision Guidelines
- Client files are accurate and up to date
- Case plan goals achieve targets
- Evidence that Mandatory Reporting Guidelines is used appropriately in practice
- File reviews show compliance to procedures and best practice, Carelink manuals and Service Provision Guidelines.

## **5.2 Our People**

- Complete Wesley Mission induction and orientation program and mandatory training,
- Come prepared and engage in supervision, team meetings and fortnightly “Catch Up Conversations” with your Team Leader
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Be a part of creating a team culture of openness, continuous improvement, support and respect
- Regularly report to your Team Leader on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Attend all scheduled meetings
- Maintain knowledge of community events suitable for clients and share with team members.

### **5.2.1 Performance Measures**

- Successfully achieved induction, orientation, and mandatory training within 12 months
- Engaged with new practices, policies, and procedures
- Regular participation in Group Supervision sessions

## **5.3 Our Operations**

- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirement
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure
- Contribute to evaluation and quality improvement of programs
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement.

### **5.3.1 Performance Measures**

- Child protection reports and responses are actioned as per the policies and procedures, and demonstrate:
  - Clear identification of the key issues impacting each child/young person’s safety, welfare and wellbeing
  - Provides succinct yet thorough analysis of the key issues and rationale for decisions
  - Contains thorough plans created with the family to address and/or resolve immediate safety and risk issues for each child, where applicable,
- Identified Work Health & Safety matters are dealt with and resolved within required timeframes
- Achieved working knowledge of:
  - Funding guidelines
  - Wesley Mission employee handbook

## **5.4 Our Financials**

- Adhere to established financial policies and procedures relevant to Family Preservation
- Support implementation of environmentally positive work practices

- Seek opportunities to minimise expense wherever possible
- Demonstrate responsible stewardship of all resources and be willing to report impropriety in keeping with the values of Wesley Mission

#### **5.4.1 Performance Measures**

- Wesley Mission resources are well maintained including centres, vehicles and other equipment.

### **6 Professional responsibilities**

- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, WHS Act and other relevant legislation and policies
- Be responsible under the WHS Act for the health and safety of all persons you meet during your employment. All hazards and injuries must be reported as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Take responsibility for personal career development and training and participate on a quarterly basis in Wesley Mission's Employee Contribution & Development process
- In relation to Wesley Mission and the Uniting Church in Australia, attend worship services, functions, meetings, seminars, and training courses as directed by your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes as per standard policy and procedures
- Administer the "Philosophy of Care" and other relevant policy documents as appropriate
- Maintain confidentiality in all aspects of Wesley Mission's work
- Ensure the reputation and integrity of Wesley Mission is always maintained.
- Be a strong ambassador for the Wesley Family Preservation team.

### **7 Selection Criteria**

#### **Essential Criteria**

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science or related fields
- Minimum 2 years' experience in working with vulnerable families experiencing stressors, including domestic violence, child protection issues, parent drug and alcohol misuse, parenting skills, child behaviour management, learning difficulties, parental mental health and social isolation
- Experience in assessment-based tools
- Ability to engage families at point of unexpected initial contact
- Cultural competence and experience working alongside CALD and Aboriginal families
- Current NSW or National driver's licence.
- This is a child-related position and preferred applicants will be required to undergo a working with children's check and criminal record history check.

#### **Desirable Criteria**

- Knowledge of the local child and family support sector for the area which you are applying
- Experience in SafeCare® delivery, or other evidence-based parenting programs
- Experience in managing electronic files and data bases

## **Vision, Values & Behaviours for Family Preservation**

(This is to be read in conjunction with the Wesley Mission Code of Conduct)

**Vision:** To be the best we can be in a harmonious workplace.

### **Values:**

- Relatedness: People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- Autonomy: Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- Competence: Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.

### **Behaviours Not Tolerated:**

- Harassment: Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance or private life are all unacceptable.
- Bullying: Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities.
- Lateral Violence: Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eye-brows; exclusion; whining; or making faces behind someone's back, are all unacceptable.

### **Behaviours We Expect:**

- Behave with honesty and integrity.
- Punctuality (be on time for work) - start work on time & return from allocated breaks on time.
- Do not leave early unless authorised.
- Look after the cars and other Wesley property.
- Avoid participating in any form of gossip.
- Acknowledge and accept individual differences.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it's okay to say you are in a bad mood and you need some space and respect.
- Work efficiently: don't distract others by taking too much of their time.
- Treat each other with respect.
- Be wary of cliques or factions forming.
- Clean up after yourself.
- Dress appropriately and professionally.