



Early Intervention Child Youth and Family Case Worker

A. POSITION SUMMARY

Position Title	Early Intervention Child, Youth and Family Case Worker
Reporting to	Senior Early Intervention Child, Youth and Family Case Worker
Reports	Nil
Status	Full Time, Permanent
Location	Auburn Youth Centre, Wyatt Park, Lidcombe and Villawood Community Hub, 1 Villawood Place, Villawood
Salary	SCHCADS Level 5

B. ORGANISATION OVERVIEW

Woodville Alliance is a medium-sized, community-based organisation with services and programs in disability, mental health, family and youth support, community development and early childhood education and care. Our work is underpinned by a commitment to social justice. Our head office is in Fairfield, and we work across Western Sydney.

Our Vision: Social justice and fairness for all, and improved quality of life for people in Western Sydney.

Our Mission: We listen to our clients and the Western Sydney community to deliver community services that strengthen wellbeing, resilience and independence, and achieve impactful outcomes.

Our Values: Compassion. Connection. Diversity. Social Justice. Brave.

Our Culture Statement: We serve the community through respecting and valuing all people. We always put clients first, act with integrity, and keep our promises. We care about each other. We support each other. We're a team of diverse, passionate, engaged and capable people, committed to being responsive and making an impact.

C. ROLE OVERVIEW

The primary objective is to provide early intervention case management support to vulnerable children, young people (birth to 18 years) and their families, at risk of or affected by child protection and mental illness. The role aims to provide opportunities for them to reach their potential, through practical assistance, non-clinical support, education and information services in a casework/groupwork model.

The Early Intervention Child, Youth and Family Case Worker will receive the relevant funding guidelines as part of the induction process, ensuring they understand the requirements in the role.

D. RELATIONSHIPS

Internal	External
<ul style="list-style-type: none">- Children, Young people and families- Senior Early Intervention Child, Youth and Family Case Worker- Woodville Alliance Staff, volunteers and contractors- Woodville Alliance Corporate Services Team and Strategy and Growth team	<ul style="list-style-type: none">- Clients and community service consumers and/or advocates- Local Council including attending and leading interagency meetings- Government Departments including DCJ- Key Partners and community services networks and peak bodies- External contractors providing services for the Hub and office spaces (eg. cleaners, electrical and other trades).

E. JOB REQUIREMENTS

1. Facilitate Child/Youth focused groups
<p>Key Tasks</p> <ul style="list-style-type: none">• Develop effective partnerships with key stakeholders, particularly those that work with children, young people and families.• Provide information about Community Initiatives and other Woodville Alliance Programs and services to stakeholders.• Develop the capacity of children, young people and families through evidence-based groups (non-clinical) which have therapeutic outcomes for participants.• Provide information and education to children, young people and their families with the aim of de-stigmatizing early intervention, child protection, mental health issues and encourage self-help seeking behaviours.• Identify early signs of mental health issues and refer as appropriate to services and interventions that support people experiencing mental health issues and assist in building resilience.• Raise awareness of early intervention, child protection and mental health issues in the community by providing promotional materials that are culturally appropriate and sensitive to diversity. This may include events, outreach and other appropriate genres. <p>Key Outcomes</p> <ul style="list-style-type: none">• Groups are delivered as mandated by the funding body in the SA3 region• Stakeholders refer families who are appropriate for case work and other CIT programs• Community outreach programs give children, young people and families the information they require to make changes for themselves and access appropriate services• Child/Youth groups are non-clinical, but evidence based with therapeutic outcomes for participants demonstrated.• Groups are planned in line with the Case Management Program procedures and the required outcome tools and client satisfaction surveys
2. Work is completed in line with all funding program guidelines and all Woodville Alliance policies and procedures
<p>Key Tasks</p> <ul style="list-style-type: none">• Work within a client-centered, trauma-informed framework that is culturally appropriate.

- Understand and ensure delivery of support services in line with Woodville Alliance and CIT policies, procedures and funding requirements.
- Ensure effective client assessment procedures are implemented including application of specific tools as directed by the Senior Early Intervention Child, Youth and Family Case Worker and CIT Managers.
- Work Collaboratively with other service providers to meet client goals.
- Manage risk and safety issues appropriately, including risk to clients, workers, self and organization.
- Undertake case work as assigned to you by the Child, Youth and Family Manager and Senior Early Intervention Child, Youth and Family Case Worker.
- Enter case notes and data as required into the WA Client Information Management System (SUGAR).

Key Outcomes

- Positive feedback from referral partners
- Client survey results indicate most clients are satisfied with the service they receive from the service.
- Review of client outcomes indicates clients are meeting their case plan goals
- All clients classified as requiring intensive support have a family action plan (in partnership with the family) according to the case management procedures.
- Client records are accurate and entered onto the client database systems in a timely manner.
- Case workers utilize the WorkSafe Guardian App and other procedures provided by Woodville Alliance to promote worker safety

3. Provision of short term and long-term assistance to children, young people and families

Key Tasks

Provide short term assistance including:

- Need assessments, information and referrals to appropriate services,
- Management of risk
- Practical assistance as appropriate
- Home-based support (e.g. developing family activities and routines) and advocacy for the client to support access to services where appropriate.

Provide long term assistance including:

- Assessment of child and family risk and safety factors, protective factors and needs.
- Management of risk and safety issues
- Identification of goals from which a Family Action Plan can be developed.
- Practical assistance and home-based support (developing family activities and routines) as appropriate.
- Supportive informal counselling and family interventions (non-clinical and always with the aim of assisting in accessing services).
- Referrals to appropriate alternative services.
- Case management and coordination based on family action plans, advocacy and targeted non-clinical groups where a therapeutic outcome is observed.

Key Outcomes

- Mandatory reports are made as required, and risk managed effectively and in line with mandatory reporting requirements and Woodville Alliance policies
- Self- help seeking behaviours promoted and clients have the tools to support themselves.

- Effective referral pathways utilised and clients report good experience of care
- Case load is managed efficiently and within the requirements of the program.
- Outcome tools are completed as mandated by the funding body and the CIT team.
- Collaborative teamwork improves the client experience through case reviews, peer supervision and communities of practice.
- Recovery orientated principles adhered to in work with clients

4. Contribute to continuous quality improvement.

Key Tasks

- Contribute to the development, continuous improvement and evaluation of family support strategies (particularly strengths based, early intervention and prevention) in consultation with children, young people, families, carers, support workers, staff of mental health services and case workers in the CIT Team.
- Keep up to date on the latest research and best practice approaches to family support, children, young people, and mental health strategies and interventions.
- Participate in regular external supervision as well as general supervision from the Senior Early Intervention Child, Youth and Family Case Worker to ensure operational procedures and policies are adhered to along with other challenges that may be faced in the work environment.
- Participate in the CIT Strategic Planning and evaluation processes

Key Outcomes

- Program benchmarks and outcomes are met
- Staff development days and other training opportunities to improve the quality of the work attended
- Internal supervision and group supervision embraced as a way of reflecting on practice and improvements required for better client outcomes
- All funding KPI's are met

5. Be an active member of the Community Initiatives Team and (WA) team

Key Tasks

- Participate in all case worker and wider Community Initiatives Team meetings.
- Work cooperatively and respectfully with all Community Initiative Team members.
- Participate in relevant (WA) events.
- Accept other appropriate assignments not included in the job description as required by the Manager.

Key Outcomes

- Contributes in a meaningful way to meetings and observes good teamwork principles to build trusting and harmonious work environments.
- Evidence of working collaboratively and efficiently with other team members.
- Attendance of required meetings and events.
- Flexibility and willingness to take on other tasks within reasonable boundaries.

6. General

- Agree to and demonstrate commitment to our Code of Conduct.
- Agree to and demonstrate commitment to our policies and procedures.
- Agree to and demonstrate commitment to the outcomes of the position description.
- Adhere to working conditions as described in the employment contract.

F. RECRUITMENT CRITERIA

Degree level qualification in the areas of Social Work, Psychology, Social Sciences, Health or equivalent.
Minimum 2 years' experience working with children and/or young people and families experiencing mental health issues and demonstrated knowledge of the same.
Minimum 2 years' case management experience of working with children, youth and/or families
Experience or willingness to learn and facilitate evidence based Groups/programs
Practical experience in providing therapeutic non-clinical groups, practical assistance and case management, to children and young people experiencing mental health issues.
Experience in the delivery of early intervention mental health strategies to culturally and linguistically diverse communities and an understanding of the diverse needs of clients.
Understanding of safe work practices and management of risk.
Demonstrated experience of working collaboratively in a multi-disciplinary team.
Promotional and networking skills experience with child and youth service providers and other community networks.
A current and verified Working with Children Check and National Police Check.
A valid Australian Driver's Licence.

G. OTHER REQUIREMENTS

<ul style="list-style-type: none">• May need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs.• May be required to travel, with notice, to fulfill your duties.• Will be expected to demonstrate a commitment to the principles of quality assurance and continuous improvement.

I acknowledge having read and understood the requirements of my position.

Employee Name	Employee Signature and Date