

## Employee Position Description

Position Details		
<b>Position Title:</b> Wellbeing Case Manager and Intake Worker	<b>Department:</b> Community	<b>Agreement:</b> Community Health Centre (Standalone Services) Social And Community Service Employees Multi Enterprise Agreement 2022
<b>Reports To:</b> Team Lead Community Wellbeing	<b>Location:</b> Camberwell	
<b>Direct Reports:</b> Pro Bono Counsellors	<b>Employment Status:</b> Max term Part Time 0.5 June 2026	<b>Classification:</b> SW Level 4 pay point 1
Position Primary Purpose		
<p>The position of Wellbeing Case Manager is a key role that combines the provision of a quality casework responses to clients; intake, assessment duties and allocation duties; and organisational support to staff, pro bono staff and students as agreed with the manager.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>Case planning and goal setting with client</li> <li>Intake and assessment and allocation decisions</li> <li>File management</li> <li>Time management</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Wellbeing Team including students and pro bono staff</li> <li>Community Service Workers, reception and other Camcare Staff</li> <li>Community Portfolio and broader Access HC organisation</li> <li>Community Wellbeing Manager</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Referral pathways such as schools, aged care organisations, and other community organisations</li> <li>Communication with other organisations to make warm referrals on behalf of client</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
<b>Intake, Assessment and Allocation</b>	<ul style="list-style-type: none"> <li>• Provide regular intake and assessment services for new clients into the program;</li> <li>• Provide clear rationale and decision-making processes around allocation of new files;</li> <li>• Provide support and feedback to CSW's about appropriate referrals;</li> <li>• Have a knowledge of other services and refer on if not appropriate for AccessHC / Camcare;</li> <li>• Maintain appropriate records to ensure effective and consistent intake and allocation service;</li> <li>• Provide support to allocate clients to relevant staff, pro-bono workers and students.</li> </ul>
<b>Direct Client Work</b>	<ul style="list-style-type: none"> <li>• Provide an appropriate and responsive casework service, to individuals, groups, couples and families;</li> <li>• Deliver a flexible response, for example, from school settings and appropriate community settings;</li> <li>• Provide group facilitation when required;</li> <li>• Conduct risk assessments of clients and their families;</li> <li>• Work within the parameters of the appropriate organisational guidelines and policies around the provision of direct and indirect casework;</li> <li>• Work in a professional, client centred, child focussed, goal-oriented way;</li> </ul>
<b>File Management</b>	<ul style="list-style-type: none"> <li>• Ensure appropriate data collection through TrakCare or other relevant system;</li> <li>• Ensure files are kept up to date with the appropriate consent, goal sheets, reviews, file notes and other key documentation appropriately completed and attached to file;</li> </ul>
<b>Support and supervision</b>	<ul style="list-style-type: none"> <li>• Assist pro staff, bono staff and/or students to maintain files, reporting, direct client work, networking and service provision in a professional way as required by paid staff and stipulated in organisational policy and procedures;</li> <li>• Ensure personal professional development and contribute to the professional development of the team in order to meet the needs of all client groups;</li> </ul>
<b>Organisational Practice</b>	<ul style="list-style-type: none"> <li>• Provide support and assistance to Camcare staff and volunteers in community support work, particularly in relation to high risk presentations, challenging behaviours and critical incidents should they occur;</li> <li>• Contribute to continuous improvement and relevant quality assurance mechanisms;</li> <li>• Attend and contribute to agency meetings/ training/supervision as required;</li> <li>• Contribute to the development of and comply with relevant policies, practice and procedures to facilitate a professional wellbeing program;</li> <li>• Engage in networking and program promotion activities to ensure client target numbers are met and Camcare / AccessHC is recognised as a provider of services in the area;</li> <li>• Perform other duties as directed by manager.</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Integrity, Accountability, Innovation</i></b> and <b><i>Excellence</i></b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> <li>• Professional Registration with appropriate association</li> <li>• Driver's Licence (<i>preferred</i>)</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work or related discipline</li> <li>• Minimum of 2 years' experience in a Social Work within a community services environment</li> <li>• Demonstrated experience and skills in the provision of intake and assessment for counselling services and casework service including in risk assessment;</li> <li>• Demonstrated experience to develop and provide innovative services to young people, individuals, families and couples including group facilitation skills</li> <li>• Demonstrated knowledge and understanding of family violence and child safety practices</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and report writing skills</li> <li>• Demonstrated knowledge and understanding of family violence and child safety practices;</li> <li>• Demonstrated knowledge, experience and appreciation of the skills required in working with volunteers;</li> <li>• Flexibility to work both as part of a team and individually as required;</li> <li>• Understanding of working within a community agency, including sensitivity to the needs of disadvantaged or marginalised members of the community; and the ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</i></p>	

Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>

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