

CatholicCare NT Role Description

Position Title	Support Worker YES & DAISY
Position Number	CC2738
Salary	Base Salary SCHADS Level 3 Plus superannuation guarantee and salary packaging option
EFT	Casual
Location	Berrimah
Commencement	ASAP
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

The Drug and Alcohol Intensive Support for Youth (DAISY) and the Youth Enhanced Service (YES) programs provide intensive case management support for young people aged between 12 and 25 years and their families/carers in the Darwin and Palmerston regions. These programs aim to support young people who present with substance use and/or mental health challenges by providing strengths-based and culturally sensitive case management approaches including case coordination, assertive outreach, harm minimisation, information and education, counselling, practical assistance, and advocacy.

2. Purpose of the Position

The position is responsible for providing case management support for participants to achieve their goals. This may include assisting participants to attend appointments, providing practical support, supporting groupwork and supporting information and education sessions.

3. Organisational Relationships

Works under general direction and reports to Lead Practitioner Youth Mental Health & AOD. May supervise lower classified employees.

4. SCHADS Level 3 Characteristics

- Work under general direction in the application of procedures, methods and guidelines, which are well established.
- Solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees.
- Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- Scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

- May be required to supervise lower classified staff or volunteers in their day-to-day work.
- Responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training.
- May be required to supervise more than one component of the work program of the organisation.

5. Key Responsibilities and Performance Standards

5.1 Case Management

- Provide case management services for participants (aged 12-25 years) and their families/carers.
- Maintain knowledge of evidence-based and best practice in case management.
- Collaborate with participants to develop comprehensive care plans that incorporate social and emotional well-being practices.
- Support the case manager to undertake risk and needs assessments, and safety planning in relation to mental health and substance use.
- Support participants to achieve the goals outlined in their care plans and facilitate regular care plan reviews.
- Ensure participants feel empowered to choose and access the appropriate supports and services to meet their needs.
- Provide outreach, practical assistance, external referrals, advocacy, harm minimisation and/or mental health support, in line with care plan goals and identified needs at assessment.
- Ensure a holistic approach to case management that incorporates the physical, social, environmental, psychological, cultural and environmental needs of the participant.
- Use evidence-based, trauma-informed and culturally sensitive approaches to engage sensitively and compassionately with participants and their families/carers.

5.2 Community Development and Education

- Support the planning, implementation and delivery of group programs, including session planning, resourcing, and set up of equipment.
- Assist with the delivery of information and education sessions to groups of participants and/or their families, stakeholders, and community organisations.
- Assist with the evaluation of information groupwork, and education sessions.

5.3 Administration and Reporting

- Maintain a high standard of case note writing and documentation, including risk assessments and safety plans.
- Ensure high quality, accurate, and timely data and case note entry.
- Maintaining participant files, including uploading relevant documents.
- Ensure files are regularly updated to maintain accuracy of information.
- Ensure files are regularly reviewed and closed in a timely manner.

5.4 Participate in Supervision and Evaluation activities by:

- Contribute to case reviews and care team meetings.
- Support the implementation of CatholicCare NT 's evaluation processes.
- Assist with feedback, data collection, and evaluation activities.
- Regularly attend supervision in line with CatholicCare NT's policies.

5.5 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must also demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

The position is located in an open plan office. This position requires regular outreach to the suburbs of Darwin and Palmerston and requires a reasonable level of fitness to drive for distances of up to one hour, enter and exit a 4WD and engage in activities with young people.

8. Selection Criteria support

- 1) Relevant qualification in community services, youth work, social work or similar, with
 - i) a relevant three year degree; or
 - ii) a relevant four year degree; or
 - iii) associate diploma with relevant experience; or
 - iv) a relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

- 2) Strong interpersonal and communication skills including case note writing, time management, and the ability to liaise with stakeholders.
- 3) Demonstrated cultural competency, particularly in working with Aboriginal and/or Torres Strait Islander People.
- 4) Experience working with young people (12-25 years) with complex trauma, substance use and/or mental health challenges.
- 5) Ability to support case management activities and assist with the facilitation of groups and information and education sessions.

9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of directions issued by the NT Chief Health Officer.
- 7) Six month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.