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| <b>Location/s</b>     | Greater Townsville Region |
| <b>Reporting to</b>   | Team Leader               |
| <b>Direct Reports</b> | Nil                       |
| <b>Level</b>          | Band 3                    |
| <b>Date Updated</b>   | November 2021             |

### About the Role

The purpose of this position is to deliver a range of intensive support services using a systematic case management model, to families with children aged unborn to 18 years old who are considered to be vulnerable. The aim of intervention is to prevent families from entering or re-entering the Child Protection statutory system.

### Key Responsibilities

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| <b>Program Responsibilities</b>                  | <ul style="list-style-type: none"> <li>Implement a child centered and family focused case management intervention that directly supports the family's capacity and willingness to keep children safe and cared for.</li> <li>Implement case management strategies that directly relate to child protection concerns in regard to parental responses to children's needs.</li> <li>Implement a case management approach to build strengths within families to ensure the protection and wellbeing needs of children are being met.</li> <li>Conduct child and family assessments to determine strengths and needs of the family.</li> <li>Develop, implement and evaluate action plans to address client needs.</li> <li>Work collaboratively with service providers and networks to ensure families have access to services as required using local referral protocols and are working toward a shared case plan.</li> <li>Appropriate use of brokerage funds to ensure families and children have access to specialist services that are not available within the local community or have significant wait lists.</li> <li>Assist in research and evaluation regarding the effectiveness of the service.</li> </ul> |
| <b>Duty of Care and Legislative Requirements</b> | <ul style="list-style-type: none"> <li>Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure.</li> <li>Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>File and Diary Management</b>                 | <ul style="list-style-type: none"> <li>Maintain client files, case notes and risk management documentation as per organisational policy and procedure.</li> <li>Maintain the client information system to enable effective and informed client bookings.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Supervision and Professional Development</b>  | <ul style="list-style-type: none"> <li>Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure.</li> <li>Be receptive to feedback and apply reflective practice to improve professional development.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Administration and Planning</b>           | <ul style="list-style-type: none"> <li>Where directed, assist with the provision of administrative and general office duties.</li> <li>Contribute to operational planning as requested by the reporting manager.</li> </ul>                                                                                        |
| <b>Other Organisational Responsibilities</b> | <ul style="list-style-type: none"> <li>Adhere to all organisational policies, procedures, standards, and practices.</li> <li>Act only in ways that advances RAQ objectives, values, and reputation.</li> <li>Other duties, consistent with skills and experience, as directed by the reporting manager.</li> </ul> |

### Core Competencies

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| <b>Business Savvy</b>                          | Applies knowledge of the business and the industry to advance the organisation's goals.                                                                     |
| <b>Accountability</b>                          | Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.             |
| <b>Collaborative Relationships</b>             | Builds collaborative and constructive working relationships, working as a team to achieve goals.                                                            |
| <b>Diversity &amp; Inclusion</b>               | Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities. |
| <b>Innovation &amp; Continuous Improvement</b> | Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.                              |
| <b>Professionalism</b>                         | Gains the confidence and trust of others through honesty, integrity, and authenticity.                                                                      |

### About You

To be successful in this position you will have:

|                       | <b>Required</b>                                                                                                                                                                                                                       | <b>Highly Desired</b>                                                                                                                                                                                                                                                                                                                             |
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| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>Minimum of a university qualification in human services or a relevant related field.</li> <li>Possession of a current unrestricted drivers licence.</li> </ul>                                 |                                                                                                                                                                                                                                                                                                                                                   |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>Relevant experience in the delivery of services to families who are considered to be vulnerable.</li> <li>Previous experience in managing caseloads, and effective time management.</li> </ul> | <ul style="list-style-type: none"> <li>Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal &amp; Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities).</li> </ul> |
| <b>Knowledge</b>      | <ul style="list-style-type: none"> <li>Theoretical knowledge of family systems and strengths based approaches to working with children, young people, and families.</li> </ul>                                                        | <ul style="list-style-type: none"> <li>Specialist knowledge and demonstrated experience in the management of cases involving domestic and family violence, including the ability to provide guidance and support to peers in the management of such cases, is highly desirable.</li> </ul>                                                        |

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| <b>Skills</b> | <ul style="list-style-type: none"><li>• Excellent communication skills both written and verbal.</li><li>• Excellent time management.</li><li>• Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications.</li></ul> |  |
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*It should be noted that Position Descriptions are under constant review and may be changed at any time.*