

## Job and Person Specification

Position:	<b>Case Worker</b>
Shift Details:	Primarily rostered across weekdays during business hours. In negotiation with the worker, the start and end time of shifts may be altered due to leave and program need. In negotiation with the Team Leader shifts across a 24/7 roster on the rare occasion may be required.
Program:	<b>Supported Accommodation Service</b>
Award:	<b>Social, Community, Home Care and Disability Services Award Crisis Accommodation Employee Level 2 Pay Point 1-4</b>  Salary packaging available
Reports to:	<b>Team Leader Supported Accommodation Service (SAS)</b>
Responsible for:	No direct reports
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment and subject to a six-month probationary period
Status:	12-month contract
Location:	Inner City Adelaide

## Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation, as well as supporting many others via outreach services or through women using our onsite Women's Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

## Position Objectives

Case Workers are engaged across our four accommodation programs and are also involved in outreach work. Depending upon the program, some Case Workers are engaged in more outreach work than others. Case Workers are well supported by the service model design and the team of staff who support the accommodation programs.

The **Case Worker** will be accountable for:

- Working collaboratively with other team members to deliver a high-quality service, which is consistent with program goals and provides a safe and positive environment for clients.
- Client capacity building support and development within program guidelines.
- Working in partnership with clients to assist them move out of homelessness and sustain other accommodation.
- Assist clients to access supports and services to achieve life goals they have identified.

## Part A - Key Responsibilities

KEY AREA	KEY TASKS
Case work	<p>Under the regular supervision of line manager undertake:</p> <ul style="list-style-type: none"> <li>• Assessment, prioritisation and review of client support needs</li> <li>• Identify risks and address any Duty of Care issues</li> <li>• Assist clients identify, develop and implement goals</li> <li>• Review and monitor client progress towards their goals</li> <li>• Advocate as appropriate for client support needs at an individual, community or system level</li> <li>• Depending on the program focus: support clients who have left Catherine House accommodation and are living in the community. This may involve crisis support over the phone, an onsite appointment or the worker visiting the client in their own home or an alternate venue.</li> <li>• Housing Needs assessments and assistance with relevant supporting documentation</li> <li>• Initiate or participate in case conferences as required</li> <li>• Refer to relevant mainstream community services for ongoing health, wellbeing, financial, legal or education or employment related goals</li> <li>• Provide education and information for clients on the range of services available to them</li> <li>• Participate in electronic Client Record Management (CRM) training and use the data recording system to record client information in the client file, as per program guidelines</li> <li>• Ensure the accurate recording and reporting of all NDIS support services provided, as per program guidelines</li> <li>• Ensure that stringent, timely, confidential and accurate client records are maintained</li> <li>• Complete data entry for clients in a timely manner and in accordance with guidelines to assist ensure program and agency KPIs are achieved</li> <li>• Other tasks or duties, as directed</li> </ul>
Client Support	<p>Under regular supervision of line manager:</p> <ul style="list-style-type: none"> <li>• Ensure clients are supported to work towards their empowerment, self-efficacy and ongoing personal development and to live as autonomously as possible</li> <li>• Support clients develop self-advocacy skills and how to navigate service systems</li> <li>• Depending on the program focus: assist clients to develop or refresh skills they have identified as needed to achieve their goals. This will vary from assisting clients develop a range of independent living skills, using public transport, orientating to new environments, support to attend a community event or other appointment, support to develop healthy relationships skills, increased knowledge or insight on their mental health, overall wellbeing or other goals related to their Catherine House support plan or NDIS goals</li> <li>• Depending upon the program focus and with approval: lead a group activity, relevant to your role that is related to the core or capacity building goals of client/s, e.g. independent living skills, cooking, cleaning, communication and social interaction skills or support to participate in recreational and community events. Activities may be delivered on site or in the Women's Centre or in the community</li> <li>• Assist clients to move from Catherine House accommodation into the community or from one form of housing type to another (e.g. from a boarding house to community housing) including the purchase or sourcing of household items</li> <li>• Provide medication to clients according to program guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>• Support clients with symptom and crisis management, general support to manage day to day issues that arise for clients living in their accommodation/housing setting and as a member of a broader community; e.g. conflict management, developing assertiveness/coping skills, strategies to improve decision making/problem solving and managing personal safety</li> <li>• Engage in professional and proactive handover and communication procedures to ensure workers coming onto shifts are aware of all relevant information pertinent to client and staff safety</li> <li>• Engage in regular supervision and team meetings, where progress and decisions around client care is continually reviewed by both team members and the manager</li> <li>• Cover a sleepover shift as needed and in negotiation with the worker</li> </ul>
Stakeholder engagement	<ul style="list-style-type: none"> <li>• Build collaborative relationships with relevant housing providers</li> <li>• Work collaboratively with others involved in the client's care and support</li> <li>• Work with relevant other service providers and community organisations to support the client achieve their goals</li> </ul>
Administrative Support	<ul style="list-style-type: none"> <li>• Be responsible for administrative tasks associated with the operational aspects of the program. These may include: data management and reporting, client file management, or other related tasks or duties as delegated by the line manager.</li> </ul>
Work Health and Safety	<ul style="list-style-type: none"> <li>• Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Catherine House Code of Conduct and organisational policies, including WHS requirements as outlined below.</li> </ul>
Public Officer Responsibilities	<ul style="list-style-type: none"> <li>• As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital.</li> <li>• Ensure that clients are respected and treated in a non-judgemental way.</li> <li>• Participate in the organisation's process of continuous quality improvement.</li> <li>• Maintain and respect resident privacy and confidentiality within the role of case worker and as a team member of Catherine House Inc. and other legal mandates.</li> <li>• Attend required meetings, supervision training and professional development</li> <li>• Work within the philosophy, aims, vision, objectives, culture of Catherine House</li> </ul>

## Part B - Person Specification

### Experience and Qualifications

#### Essential

- Relevant tertiary qualification
- Minimum of 2 years working in a similar role and environment

#### Experience in:

- Supporting clients manage mental health, drug & alcohol issues, other high and complex needs and domestic/family violence
- Tenancy and housing issues
- All aspects of case work
- Working with women with trauma backgrounds as a result of childhood or adult experiences of neglect or abuse
- Working with women from diverse backgrounds, cultures, religions and sexuality
- Client crisis management, de-escalation of incidents and management of client behavioural and support issues
- Risk identification, assessment, management and review.

#### Knowledge

- A sound knowledge of mental health issues/diagnoses
- Knowledge of working with women in crisis, experiencing low motivation and disengagement
- Domestic and family violence risk assessment, referral and safety protocols
- Understanding of the impact of childhood and adult trauma on client's functioning, wellbeing and motivation
- The causes and effects of substance use, addiction and dependency behaviour
- Recovery and rehabilitation frameworks
- Trauma informed practice
- NDIS service delivery
- Client centred, strengths-based client empowerment models of practice
- Strength and empowerment practice
- Private rental application requirements
- Residential Tenancy Act
- Knowledge of and ability to respect the principles of privacy and confidentiality
- The importance of strong professional boundaries
- Self-care strategies

#### Personal skills and attributes

- High valuing of women's inherent worth and a strong belief in their capacity to change their personal circumstances
- Motivation, enthusiasm and energy for improving the lives of women experiencing disadvantage
- Ability to be persistent in building rapport and engagement with clients
- Ability to work independently, effectively and collaboratively as a member of a team
- Good self-awareness and insight
- High standards of performance for self, works with professional and personal integrity at all times
- Maintains strong professional boundaries at all times
- Good organisational and assessment skills to determine and manage competing timeframes and priorities

- Well-developed interpersonal skills including oral and written communication skills
- Makes rational and sound decisions based on a consideration of the facts and alternatives that leads to optimal outcomes for clients
- Remains calm and controlled under pressure
- Work with clients in a way that is non-discriminatory, non-judgemental, culturally appropriate, responsive and respectful of their needs
- Work with clients to develop their active decision making to enhance their choice and control over their lives and that enhances their self-determination and empowerment
- The ability to see the potential and value in every woman to grow and flourish and achieve
- Builds trust through consistent actions, values and communication, including managing and delivering on expectations, building rapport with clients and having an enthusiasm and a social conscience for their work and the organisation.

#### **Desirable**

- First Aid Certificate or a preparedness to obtain if the organisation requires it
- Working with women who have experienced homelessness
- Work across programs to cover staff leave or program needs

#### **Additional requirements**

- Unrestricted Driver's License
- Current DHS Disability Services Employment Screening / NDIS Worker Screening Check is required
- Current (within 3 years) Child Safe Environments training is required

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#### **ACKNOWLEDGEMENT AND APPROVAL**

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

**Employee Name** .....

**Signature** ..... **Date** .....

## Part C – Role of the Catherine House Worker

### In the Management of Work Health & Safety

The worker is responsible for:

#### 1. Commitment.

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

#### 2. Legal and Policy Requirements.

- Comply with all relevant policies and procedures.
- Improve systems of work and safe work practices.

#### 3. Performance and Training.

- Participate in relevant WHS training programs.
- Include WHS goals and responsibilities when reviewing their Job and Person Specifications in consultation with their Manager.
- Include WHS goals and responsibilities and training in supervision meetings

#### 4. Risk Management and Hazard Control.

- Report hazards and unsafe workplace practices associated with the workplace to their Manager.
- Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards.

#### 5. Incident Reporting and Investigation.

- Report work related injuries and incidents in accord with agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with agency procedures.

#### 6. Consultation.

- Raise WHS issues with their work colleagues, Manager, WHS committee, WHS worksite representative and assist with their resolution.
- Regularly discuss WHS issues with other staff at staff meetings.
- Regularly consult with colleagues on WHS issues, and actively participate in WHS committees if required.

#### 7. Monitoring.

- Monitor and evaluate their WHS performance.
- Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
- Participate in workplace WHS inspections/audits, and assisting in the maintenance of WHS facilities, resources, equipment and information.
- Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Worker's Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_