

## POSITION DESCRIPTION

<b>Job title:</b>	Case Worker	
<b>Service /Program:</b>	Specialist Homelessness Services	
<b>Location:</b>	Tweed Heads	
<b>Award:</b>	SCHADS Level 4	
<b>Reports to:</b>	Community Support Manager	
<b>Direct reports:</b>	Nil	
<b>Financial delegation:</b>	TBA	
<b>Scope:</b>	This position will provide case management planning, support and welfare assistance for individuals and families accessing Momentum Collective social support services.	
<b>Purpose</b>		
<ul style="list-style-type: none"> <li>• Provide case management planning and support to achieve goals for individuals and families accessing Momentum Collective social support services.</li> <li>• Work within the Momentum Collective’s policy and procedure framework; relevant legislation, service guidelines and standards to apply best practice approaches.</li> </ul>		
<b>Our Values</b>		
<p><b>Trust &amp; Respect</b> – we act with integrity and treat people with courtesy and kindness  <b>Wellbeing</b> – we connect, we give, we learn, we care and take notice  <b>Innovation</b> – we share and foster ideas across the organisation  <b>Working Well Together</b> – we work cohesively towards a common goal, creating a positive working environment  <b>Being Gracious</b> – we really listen and be polite in our dealings with each other</p>		
<b>Key results area (KRA)</b>	<b>Accountabilities</b>	<b>Estimated % of time spent on KRA</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide multi-disciplinary case planning and coordination support, advice and direction including high level problem solving to clients.</li> <li>• Ensure client assessments, case plans and exit strategies address the client’s specific identified support needs.</li> <li>• Facilitate access to a range of other social products available.</li> <li>• If brokerage is available within funding - manage in line with guidelines and set budgets.</li> <li>• Collaborate with other service providers providing holistic service delivery.</li> <li>• Deliver services to reduce the stigma of social issues in the community and prominently display and make available assistance information for participants and the general public.</li> <li>• Collaborate with other Momentum Collective internal and external services/programs to ensure high level community liaison.</li> <li>• Actively participate in local initiatives to improve inter-agency linkages and service delivery.</li> <li>• Work under the principles of Trauma Informed Care and Person Centred Practice.</li> <li>• Deliver supports and assistance within a culturally safe framework.</li> <li>• Undertake a wide range of activities associated with the program activity or service delivery.</li> </ul>	85%

	<ul style="list-style-type: none"> <li>Administration and data entry of client and organisational information through Momentum Collective technical systems and client information management systems.</li> <li>Follow all reasonable direction from Management.</li> </ul>	
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>Understand the aims and objectives of Momentum Collective and the relevant work division/s.</li> <li>Demonstrated commitment to working within the Momentum Collective Workplace Values.</li> <li>Responsibility of this position ensures that the highest quality of respect to clients is maintained at all times (refer to Confidentiality and Code of Conduct Agreement).</li> <li>Read and carry out actions from all relevant internal communications.</li> <li>Attend relevant meetings and approved staff development activities as appropriate to this position.</li> <li>Participate in an annual performance review and plan and seek formal supervision if required.</li> <li>Follow all reasonable direction from supervisors.</li> </ul>	15%
<b>Team collaboration</b>	<ul style="list-style-type: none"> <li>Assist in the development of risk and quality management policies and procedures, including the necessary documentation relevant to the service.</li> <li>Manage effective and professional boundaries and manage effective and professional relationships with all employees of Momentum Collective.</li> <li>Proactively identify opportunities for continuous improvement.</li> <li>Perform as a role model for clients and staff in terms of attitude, behaviour and professional aptitude.</li> </ul>	Continual
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Take reasonable care for your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.</li> <li>Comply with any reasonable instruction given by the person conducting a business or undertaking that allows that person to comply with the WHS Act 2011 and WHS Regulation 2011.</li> <li>Cooperate with any reasonable policy or procedure of the business or undertaking that relates to work health and safety that you have been notified of.</li> <li>Be thoroughly familiar with all procedures relating to health and safety that are provided and in place pertaining to your role.</li> <li>Participate in any information, instruction, supervision and/or training programs for WHS as directed within agreed timeframes.</li> </ul>	Continual
<b>Relationships</b>		
<b>Internal</b>		
<ul style="list-style-type: none"> <li>Momentum Collective employees across all divisions</li> </ul>		
<b>External</b>		
<ul style="list-style-type: none"> <li>Clients &amp; their families</li> <li>Advocates and members of the community</li> <li>Funding bodies</li> <li>Local, state and federal government representatives</li> <li>Other service providers</li> </ul>		

<b>Person specifications</b>		
	<b><i>Critical</i></b>	<b><i>Desirable</i></b>
<b>Qualifications and Credentials</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in a social science or related field and/or specialised skills sufficient to perform at this level.</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Criminal record check.</li> <li>• Current Working with Children Check (NSW)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience in associated field.</li> <li>• Understanding and experience of working with Aboriginal people and their communities.</li> <li>• Demonstrated experience in case planning and coordination of people with complex support needs.</li> <li>• Understanding of, and demonstrated ability to work with Human Service Agencies.</li> <li>• Demonstrated experience and or understanding of Trauma Informed Care.</li> <li>• Knowledge of relevant statutory requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in the provision of community services, within the Not for Profit Sector.</li> </ul>
<b>Specific skills</b>	<ul style="list-style-type: none"> <li>• Ability to advocate on behalf of clients to facilitate access to identified needs.</li> <li>• Ability to initiate and sustain networks and relationships.</li> <li>• Excellent communication skills, particularly in the areas of negotiation, facilitation, mediation and problem solving.</li> <li>• Knowledge of and established connections with the relevant service networks in the region.</li> <li>• Excellent written, verbal and negating skills.</li> <li>• Ability to problem solve.</li> <li>• Ability to manage a complex workload by way of planning and organisation of priorities.</li> <li>• Demonstrated ability to work both independently and as part of a team in meeting deadlines and program milestones.</li> <li>• Previous experience in monitoring and reporting key performance indicators.</li> </ul>	
<b>Critical competencies</b>	<ul style="list-style-type: none"> <li>• Intermediate computer literacy skills including Microsoft office suite and databases.</li> <li>• Demonstrates cultural competency including awareness, knowledge and empathy.</li> <li>• Ability to use initiative and work independently.</li> <li>• Ability to work as part of a team.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Flexibility to work across services and locations.</li> </ul>	
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**Key performance indicators**

Performance will be reviewed based on expectations and specific indicators agreed upon with your manager. These indicators will include matters critical to the success of Momentum Collective such as:

- Achievement of individual results
- Achievement of team results
- Completion of individual training and development
- Assessment of performance

**Acceptance of responsibilities**

I have read the requirements and responsibilities outlined in this position description, Momentum Collective’s Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives and key performance indicators set with my manager each year and reviewed in accordance with Momentum Collective’s performance management policies, guidelines and processes.

Employee .....

Signature .....

Date .....

**Important note:** *This position description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of Momentum Collective.*