

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Case Worker	Designation & Classification Level	6 to 7
Position No		Division	Community Services & Engagement
Business Unit	Programs	Reports To	Program Support Coordinator
Location	Katherine	Date Created	May 2023
2. POSITION CONTEXT			
Position Summary / Purpose	<p>The primary purpose of the Case Worker is to deliver services as required under the Indigenous Youth Reconnect program including by providing counselling and case management services to youth while facilitating improved youth transition to vocational and higher education and work. There is a minimum travel requirement per month to the communities of Ngukurr, Numbulwar and Borroloola to meet the requirements of the funding agreement.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Deliver youth support services in line with operational guidelines detailed in the Indigenous Youth Reconnect funding agreement. • Monitor and report against key performance indicators for each operational site. • Ensure all relevant documentation is completed to a high standard and submitted to the Program Support Coordinator within the required time frames. • Ensure Youth Reconnect services operate effectively and efficiently and in compliance with the operational framework for each site. • Provide a comprehensive referral service for at-risk youth and their families dealing with complex issues. • Provide Indigenous-appropriate case management for youth re-entering community after time in youth correction or rehabilitation facilities, or those within community identified as at-risk of physical or psychological harm or criminal behaviour. Case management to include development of an agreed, individualised case management plan in consultation with the young person receiving support. • Provide specialised support services to reconnect disengaged Indigenous youths, up to 24 years of age, with education, training and/or employment. • Connect children and youth, up to 24 years old, with early intervention strategies, intensive case management, capacity building and specialised counselling. • Provide services and supports to target the underlying causes of drug and alcohol dependency, antisocial and criminal behaviour, youth suicide and self-harm, and disconnection from family, community and culture. • Facilitate monthly (minimum) workshops in each delivery location themed according to community need and including information of how youth and their families can access appropriate ongoing support. • Support and participate in twice yearly (minimum) age and gender appropriate "Bush Camps" for each delivery location. • Provide capacity-building activities with the aim to reconnect youth to Country and provide a safe space for education, healing, and support for positive behaviours. • Communicate and collaborate with other Activities, Programs and Service Providers to achieve outcomes. • Manage the delivery of services by community-based Youth Reconnect Officers. 			

- Supervise and support Youth Reconnect Officers to complete the administration requirements of their role, including daily statistic reports, case management and referrals.
- Ensure all assets utilised by the Youth Reconnect program are maintained to an acceptable standard, reporting any damage and/or repairs required in a timely manner.
- Establish and maintain positive working relationships with local residents, community organisations, and diverse groups of people within the public and private sectors and the wider community.
- Deal with highly sensitive issues with discretion and confidentiality.
- Other duties are directed by the Regional Youth, Sport & Recreation Coordinator or Programs Manager.

2. Organisational Sustainability

- Submit quarterly updates for inclusion in reports to Ordinary Meetings of Council and relevant Local Authority meeting and other meetings as required.
- Contribute to the achievement of objectives outlines in Council's Strategic and Regional Plans and assist to compile quarterly and annual reports.
- Liaise with external agencies and individuals on behalf of Council in a professional and respectful manner.

3. Quality and Continuous Improvement

- Maintain confidentiality on all issues related to Council.
- Act and communicate in a responsive, respectful and professional manner at all times.
- Contribute to the development, implementation and review of Community Safety policy and procedure.
- Contribute to maintaining and developing best practice principles.
- Undertaking training that the Council require you to undertake relevant to the role.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

1. Essential

- Diploma in relevant qualification or a minimum three (3) years' experience in Social Services.
- Ability to plan and implement case management activities, coordinating resources effectively while monitoring the goals, targets, outcomes and objectives of individual client.
- Relevant industry knowledge and or experience in the field of social or community services.
- Ability to plan, organise and implement program activities, educational workshops and training across multiple sites.
- Demonstrated organisational skills with the ability to direct and successfully coordinate projects.
- Ability to demonstrate analytical reasoning and broad theoretical knowledge of problems to determine appropriate solutions.
- Excellent oral communication skills with the ability to respond to moderately complex enquiries that requires detailed and careful explanation and negotiate and/or mediate issues between parties to effectively resolve problems.
- Excellent written communication skills with the ability to write non-standard correspondence, reports, submissions and proposals that requires original content.
- Ability to respond to changing community needs and flexible approach to program delivery to ensure objectives are met in most effective and efficient manner utilising available resources.

2. Desirable

- Previous experience in the delivery of services to remote or Indigenous communities.
- Previous experience delivering services or support for vulnerable people.

3. Mandatory Requirements

- Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
- Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
- Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
- Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

5. ACKNOWLEDGEMENT

General Manager:	David Hurst	Date Approved:	17/7/13	Signature:	
Employee Name:		Date:		Signature:	

