



POSITION DESCRIPTION

POSITION: CASE WORKER FIXED TERM 12 MONTHS

RESPONSIBLE TO: THE CEO AND BOARD OF MANAGEMENT OF NOVA FOR WOMEN AND CHILDREN

REPORTS TO: CEO

DIRECT REPORTS: TEAM LEADERS

CLASSIFICATION: LEVEL 3 SOCIAL AND COMMUNITY STREAM, *SOCIAL, COMMUNITY HOME CARE AND DISABILITY SERVICES AWARD 2010*

POSITION SUMMARY

The Case Worker provides support to women and their children impacted by domestic violence and or experiencing homelessness to achieve housing stability, improve social inclusion and encourage participation in the community. This position is for a fixed term contract of 12 months

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Provide support to clients through effective case work, including but not limited to providing tailored tenancy information, appropriate referrals advice and guidance to facilitate self-advocacy, under general direction and guidance from more senior employees.
- Develop and maintain links with internal and external stakeholders and Government Departments including but not limited to Department of Family & Community Service, Housing NSW, Community and Private Market Housing and other government and non-Government Agencies, real estate agents, and private accommodation providers to provide an integrated approach to service delivery.
- Develop and implement support plans for clients and their children that support independent living skills and support networks.
- Support woman to build social networks that support and allow them to contribute to the community.
- Build the capacity of woman to be self-advocates and advocate on their behalf when required.
- Build rapport and establish effective and appropriate relationships that support service delivery and assist woman to feel welcome and safe.
- Undertake person-centered care, strength-based case management for housing goals, wellbeing, community participation and family support. Represent Nova at external stakeholder meetings and interagency as assigned by Management.
- Seek support from Senior Case Workers and Team Leaders to escalate complex case matters.
- Maintain accurate case notes, files and records in a consistent manner and in accordance with Nova processes, ensuring all legislative and reporting requirements are adhered to.
- Maintain basic knowledge of relevant standards and laws, in particular Residency Tenancy Legislation.

- Make child protection notifications as required by legislation and Nova policy.
- Where required, participate in in-take assessments to ensure the client is lined with the most appropriate supports.
- Participation in on-call roster.
- Uphold confidentiality of clients within the service except where required by law or Nova policy.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other workers or clients.
- Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment.
- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by Nova.

POSITION REQUIREMENTS

EXPERIENCE AND SKILLS REQUIREMENTS

- Minimum 2 years' experience providing high-quality, holistic and woman focused case management.
- Experience and understanding of domestic violence with families and relationships.
- Experience working with vulnerable woman and children and maintain strong skills in the assessment of risk and safety.
- Ability to work autonomously and as part of a team.
- Excellent communication skills both written and verbal.
- Required to work from Nova sites located in Newcastle and Lake Macquarie.

EDUCATION, QUALIFICATIONS AND LICENCES

- A relevant tertiary qualification in Social Work, Psychology and/or related behavioural sciences.
- Current NSW Driver's Licence.
- Working With Children Check

ENDORSEMENT AND ACCEPTANCE

I understand that this Position Description forms part of the Performance Management Framework for this role. I understand the responsibilities and requirements outlined above and agree to fulfil these tasks and responsibilities to the best of my ability. I understand that Nova may vary this position description to meet the changing needs of the Service in after consultation with me.

Employee Name:

Signature:

Date:

Manager's Name:

Signature:

Date: