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| **HR 018 POSITION DESCRIPTION (LEVEL 5)** |

**Our Mission**

To share in the healing ministry of Jesus

by providing professional community services

to enhance the wellbeing of individuals and families.

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| **POSITION TITLE** | Caseworker/Counsellor - Family Intervention Services (FIS) |
| **SALARY SCALE** | Level 5 |
| **HOURS PER FORTNIGHT** | 60 hours per fortnight |
| **LOCATION** | Centacare Rockhampton |
| **RESPONSIBLE TO** | Coordinator –Family Intervention Services |

| **MAIN CHARACTERISTICS OF THE POSITION** |
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| As part of Centacare’s Family and Community Services Team, this position works under the general direction from senior employees however the application of a high level of knowledge and skills is required to achieve results in line with the organisation’s goals. This position works within established work practices however generally this level requires involvement in establishing organisational processes and procedures. In addition employees will be required to set priorities and monitor work flows in their area of responsibility and interpersonal skills are required to gain the co-operation of clients and staff. |

| **Main responsibilities** |
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| **To contribute to the operational objectives of the work area, a position at this level**  **includes the following:**   * Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; * Set priorities and monitor work flow in the areas of responsibility; * Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; * Exercise judgment and initiative where procedures are not clearly defined; * Develop, plan and supervise the implementation of educational and/or developmental programs for clients; * Under general direction undertake a variety of tasks of a specialised and/or detailed nature; * Exercise professional judgment within prescribed areas; * Provide reports on progress of program activities; * Exercise a high level of interpersonal skills in dealing with the public and other organisations; * Demonstrate preparedness and capacity to work effectively and appropriately with teams; * Actively work towards the Centacare mission and within its values framework; * Deliver culturally appropriate services; * Other duties and responsibilities from time to time that you are competent and trained to do. |

| **Organisational relationships** |
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| Works under general direction. |

| **Extent of authority** |
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| This position exercises a degree of autonomy, establishes priorities and monitors work flow within areas of responsibility. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when problems occur. |

| **Qualifications, knowledge, skills and experience** |
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| **Some or all of the following are needed to perform work at this level:**   * Knowledge of organisational programs, policies and activities; * Sound discipline knowledge gained through experience, training or education; * Knowledge of statutory requirements relevant to work; * Knowledge of the role of the organisation and its structure and service * Knowledge of the *Child Protection Act 1999* and relevant amendments; * Knowledge of the issues effecting families and children experiencing child protection statutory intervention; * Knowledge of issues and appropriate responses to clients experiencing domestic and family violence, child abuse and self harm.   **Prerequisites**   1. Relevant four year degree with one year’s relevant experience; ORThree year degree with two years of relevant experience; OR Associate diploma with relevant experience; OR Lesser formal qualifications with substantial years of relevant experience; AND 2. Current C class drivers license (QLD); AND 3. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card, Satisfactory Police Check). |

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| **APPROVAL DETAILS** | |
| **NAME** | Sue Rice |
| **ROLE** | Family and Community Support Services Manager |
| **DATE** | December 2011 |

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| **SELECTION CRITERIA** |
| **Provide evidence of how you meet the *Main Responsibilities* of this position:**   * Provide therapeutic counselling to families and children (including groups) who have been affected by domestic and family violence, using a child-centred framework and working within the Child Protection legislation * Establish and maintain a close working relationship with the Department of Child Safety negotiating a clear referral process to enable the Department to access the service * Maintain client files and records as per organisational practices * Demonstrate preparedness and capacity to work effectively and appropriately within a team * Actively work towards the Centacare mission and within its values framework * Deliver culturally appropriate services |

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| **DUTIES OF THE ROLE** | |
| **To be achieved by** | Ongoing |
| * Provide therapeutic counselling to families and children who have been affected by Domestic and Family Violence, using a child-centred framework and working within the Child Protection legislation * Plan, promote and conduct a range of educational programs for parents and families to develop functional parenting skills, resilience and coping strategies * Provide a range of services to promote and maintain safe reunification of families where it is in the best interest of the child or young person to do so, including personal support, advocacy, and referrals * Establish and maintain a close relationship with the Department of Child Safety negotiating a clear referral process to enable the Department to access this service * Report to Child Safety via informal and formal mechanisms with relevant client updates * Develop, plan and supervise the implementation of psycho-educational and developmental therapeutic programs, including group work, for children who have who have been affected by Domestic and Family Violence * Provide response to critical stress incidents and post traumatic stress disorder * Provide culturally appropriate services * Work as a member of Centacare’s team and carry out your duties in a manner that reflects the mission and values of Centacare   **Other Clinical Responsibilities:**   * Conduct client assessments, and provide information, support and referrals * Maintain confidentiality and duty of care, including effective assessments of domestic and family violence, child abuse and self harm * Maintain files and case notes as per organisational practices * Meet legislative and funding requirements * Achieve the organisation’s targets for caseloads * Participate in regular line management, supervision, Annual Performance Appraisals and on-going professional development   **Administrative Responsibilities:**   * Maintain computer based diary management system to enable effective and informed client bookings * Collection and storage of data as per organisational policies and procedures | |

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| **EXPECTED OUTCOMES** | |
| **To be achieved by** | To be set and reviewed during scheduled Performance Reviews |
| To be set and reviewed during scheduled Performance Reviews | |

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| **Employee’s Signature:** | **Line Manager’s Signature:** |
| **Date:** | **Date:** |