



**Title:** Case Worker

**Enterprise Agreement:** Community Sector Multiple Enterprise Agreement

**Classification:** 3/1

**Usual work location:** Goulburn

**Cost Centre:** 415

**Usual hours of work:** Full-Time (Monday – Friday)

**Position Objective:** To provide effective client focused and outcome based case management and support to families and individuals within our Housing Services.

## Key Responsibilities:

### Program Implementation

- Ensure efficient, effective and timely program delivery, including positive client focused assessment and case management that are responsive to client's needs.
- Liaise with and refer service users within the local community, including all other relevant service providers incorporating non government and government service providers.
- Provide positive role modeling and support through pro active case management.

### Administration and Reporting

- Maintain appropriate and effective administrative systems, including data collection.
- Prepare reports and other documentation as requested within set timelines.
- Ensure Anglicare policies and procedures are followed.
- Participate in team and program meetings and other professional development opportunities as specified.

### Financial

- Work with the coordinator to monitor and maintain the service budget.
- Keep the coordinator informed of budget performance including petty cash systems.

## Key behaviours:

### Client Focus

Recognises, anticipates and focuses on specific client needs and advocates on behalf of the client.

### Communication

Communicates clearly and accurately – listens to and understands the views of others.

### Interpersonal

Establishes cooperative and productive relationships by understanding and responding to the needs of others.

Problem Solving

Identifies and defines problems and feasible solutions through gathering and analysing information

**Key skills:**

- Demonstrated skills in advocacy, liaison and conflict resolution.
- Excellent interpersonal and written communication skills.
- Well developed computer literacy skills.
- Strong administrative, organisational and time management

**Key knowledge areas:**

- Knowledge and understanding in community services sector.
- Sound knowledge base of how issues of crisis may impact on families.
- Knowledge of and ability to identify child protection issues and understanding of legislation and reporting requirements.
- Person centered service delivery

**Key experience:**

- Previous practical experience and theoretical knowledge base related to working with homelessness.
- Demonstrated experience in developing and implementing client centered case management.
- Effective team/networking skills.

**Qualifications:**

- Relevant qualifications (Minimum Diploma level) in the human services field and demonstrated experience working within the sector.
- Current Drivers Licence.

**Reports to:**

Coordinator Housing & Social Services

**Direct reports:**