



POSITION DESCRIPTION

Title:	Case Worker
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement
Classification:	Social and Community Services Award Level YR 3 ERO
Usual work location:	Moruya
Cost Centre:	322
Usual hours of work:	Part-time - Flexible – 3 days per week (45 hours per fortnight)
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 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 of 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.
- Experience in working with Aboriginal people, communities and/or organisations is essential.
- Demonstrated experience, preferably in the area of homelessness, is desirable.
- Effective team/networking skills.

Qualifications:

- Relevant qualifications in the human services field are required (minimum Diploma of Community Services or equivalent, Degree qualifications preferred).
- Current Drivers Licence.

Reports to:

Coordinator, Eurobodalla Homelessness Support Service.