



Position Description

Position Title	Care and Placement Support Worker
Directorate	Child and Family Services
Reports to	Team Leader Care and Placement Services
Date of Job Description	26/07/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Care and Placement Support Worker provides high quality support and casework for the Foster Care Support, Home Based Care and Targeted Care Packages programs. The position works with and supports volunteer carers and children who are unable to live at home with their families incorporating a therapeutic approach and the Looking After Children case management framework

The Care and Placement Support Worker works under the general direction of the Team Leader – Care and Placement Services and is responsible for delivering high-quality placement and support programs throughout the Northern Mallee. The position will case manage children on statutory orders who are placed in care with foster carers. The position involves ensuring children are safe in foster care as well as the support of foster carers and their families.

In relation to Targeted Care Packages, it is expected that the worker will directly engage and work with the child, their family, carers, and others to facilitate changes that support achievement of the child’s case plan and the outcomes sought for the child or young person. To fulfil their role, they will also need to possess sound case work and management skills and possess an ability to work outside traditional program boundaries and be supported by the Care and Placement Services team to do this.

This role will also involve work as part of a team in recruitment activities to increase the pool of quality Foster Carers and provide trauma informed, strengths based training, assessment, and support to prospective and existing carers.

The role requires a partnership approach in monitoring, evaluating and supporting quality of care by carers.

Key Responsibilities & Duties	Performance Expectations
Direct Service Provision.	<p>Maintain accurate and accessible client records and reports, including case notes, Looking After Children (LAC) documents and other reports as required.</p> <p>Assist in recruiting, training, and assessing care providers, provide ongoing resources, and support to them in their role.</p> <p>Manage time and priorities effectively regarding all aspects of foster case management, setting appropriate work outcomes for clients and worker.</p> <p>Develop innovative approaches in working with families, children, and young people.</p> <p>Provide a high-quality standard of short, medium, or long-term case management (contracted and non-contracted cases) support for all allocated clients.</p> <p>Support carers to manage issues and changes in placement as they occur.</p> <p>Provide on-going support to carers. This support may range both in regard to intensity and intervention and may include individual casework and/or group work.</p> <p>Arrange and manage all aspects of placements for children/young people in foster care.</p> <p>Ensure placements have a case management plan in place in line with Best Interest principles and are reviewed regularly.</p> <p>Engage the child/young person’s family and extended family network in all decision-making processes.</p> <p>Engage, listen to and support children and young people in placements to deal with their issues, build positive relationships and engage in activities to enhance their resilience and self-esteem.</p>

	<p>Promote positive relationships in family systems including birth parents, carers, children/young people, and extended family.</p> <p>Establish, facilitate, and support family care team meetings on a fortnightly basis to assist in building relationships between family members and to enhance family decision making to address issues emerging for the child/young person and within the placement.</p> <p>Support carers around complexities in relation to facilitating access and family contact.</p> <p>Ensure health and dental assessments for all children are completed within one month of placement and reviewed annually.</p> <p>Provide culturally sensitive and appropriate service to Aboriginal and Torres Strait Islander children/ young people and their families and children/young people and families from culturally and linguistically diverse backgrounds.</p> <p>Establish student support group meetings which include child/young person, carers, and other significant adults to establish positive connections to the school environment.</p>
<p>Communication.</p>	<p>Undertake duties in a coordinated and integrated manner utilising the resources and expertise offered by colleagues and other professionals working within Mallee Family Care.</p> <p>Conduct self in a cooperative, friendly manner. Motivate others by serving as a role model and demonstrate a strong commitment to the organisation by accepting and sharing identified responsibilities and duties.</p> <p>Seek constructive feedback from service users, colleagues and other professionals Ensure appropriate liaison and consultation with the Team Leader or Manager with respect to case work, service delivery, program development, evaluation and other issues as required.</p>
<p>Team and Program Development.</p>	<p>Ensure regular attendance at team meetings, program meetings, planning days and other designated team activities.</p> <p>Actively contribute to the development of an effective, cohesive, and supportive team.</p> <p>Under the direction of the Team Leader participate in the regular review of programs and processes to ensure the efficient and effective operation of services.</p> <p>Actively participate in client satisfaction and program evaluation initiatives.</p> <p>Identify and participate in regular training and development opportunities designed to</p>

	optimise both individual and team learning and enhance the ongoing review and development of programs and services.
Continuous Quality Improvement.	Support the culture of performance improvement and evaluation and demonstrate acceptance of change. Support and assist in the implementation of quality improvement initiatives and activities. Update and take responsibility for professional knowledge and skills and apply this to the development of self, program, and service delivery within your area of responsibility. Participate in the development of policies and procedures ensuring that they are appropriate to the client, the community and broader organisational policies and objectives.
Accountability and Extent of Authority.	Achievement of funding and service agreement requirements and measurable satisfactory performance as a member of the service unit. Undertake activities in accordance with relevant legislation, Program philosophy, policies, and guidelines. Align activities undertaken with the achievement of service aims and objectives and demonstrate that individual effort is important. Maintain accurate case records, case plans, statistics, and relevant reports within required timeframes. Complete all written and case recording requirements associated with service delivery in a timely manner. Ensure confidentiality and respect for children and families. Actively participate in supervision.
Participate in the agency's On-call roster as required.	Participate in the agency's On-call roster as required.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- The person employed as a Case Worker will be expected to have previous relevant experience in the field and will be required to hold an accredited qualification relevant to the position at Degree Level or above, and have a passion and commitment for supporting children and families across the child and family support/child protection continuum and ideally have transferrable practice experience in the sector or similar fields.
- Diploma level qualification in relevant field may be considered, on the proviso that the applicant will commit to undertake further Tertiary studies with the support of the Organisation.
- Experience in dealing with children who have experienced trauma and interrupted attachment would be an advantage.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Experience and knowledge in working with children and families in the provision of support and skill development services.
- Sound knowledge of child development and a working knowledge of therapeutic models and the theoretical underpinnings of the Best Interests Case Practice framework.
- Understanding of legislation and regulations relating to the operation of family services programs.
- Excellent oral and written communication skills, with the ability to write reports relating to family and children services and programs.
- Experience and knowledge in OOHC and Child Protection intake and assessment systems.
- Experience and knowledge in planning and coordinating parenting groups, workshops and community education projects.
- Experience and well-developed skills in the CRIS/CRISP computer software program is an advantage, and a working knowledge of ISO: 9001 2015 is desirable.
- Excellent time management skills, with the ability to manage projects/case work and responsibilities despite conflicting pressures and constraints.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment