

## Position Description

<b>Position:</b>	Case Worker Sunshine Coast
<b>Reports to:</b>	Manager, DFV/Transitional Housing/Intake
<b>Award:</b>	Kyabra Community Association Inc. The ASU and Employees Enterprise Agreement 2012
<b>Position Classification:</b>	Level 4 This role requires being available for an after-hours on-call roster

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Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may include support and advocacy through the systems which significantly impacts on individual and family lives, such as; housing; domestic violence; child protection; income support; mental health and healthcare; disability; education and legal, parenting and early years.

The Case Worker provides case-work support to individuals and families across our domestic and family violence shelter and mobile support service, our transitional supported housing and supports the intake process. Case work will focus on support aspirations, growth and change within a strengths based approach and in relation to keeping women safe and securing longer term affordable and appropriate housing.

The position involves both centre based and outreach functions involving coordinated work with a range of agency, community and staff resources.

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## Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To be involved in actively evaluating and critiquing practice at an individual, team and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance reviews and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals and to work as part of a team with key stakeholders.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.
- To be involved in the development of operational plans in the service consistent with agency and service philosophy and in line with service agreements with funding bodies.
- To fulfil all reporting and administrative requirements in conjunction with the manager.

## Role Responsibilities

- To maintain a case-load of individuals and families within a case management approach and across a range of complex issues including domestic violence and homelessness.
- To work within the principles of the Residential Tenancy Act, the Domestic and Family Violence Protection Act and other relevant human service legislation to ensure that individuals and families have access to appropriate and accurate information with regard to the issues that affect their lives.
- To comply with the Practice Standards for Working with Women Affected by Domestic and Family Violence and the Human Services Quality Standards.
- To work closely with other Kyabra teams in order to ensure the best possible outcomes for individuals and families.
- To act as an advocate both internally and externally for individuals and their families
- To engage in short term solution focussed work with individuals, families and carers where applicable.
- To fulfil other requirements as determined by the organisation

## Key Selection Criteria

### Essential

1. Bachelor Degree in Social Work/Human Services or similar is an essential requirement for this role.
2. Demonstrated capacity to work in ways that focus on people's strengths
3. A trauma informed approach and experience in navigating complexity including a demonstrated understanding of the impacts of DFV within families
4. Understanding of and commitment to the principles of social justice.
5. A demonstrated ability to work as a member of a team.
6. Well-developed interpersonal and organisational skills.
7. A current driver's licence.
8. Demonstrated knowledge and/or experience in working in the community sector in one or more of the following areas: domestic and family violence, housing, disability assessment/case management, mental health, community development and cultural diversity.

### Desirable

9. Knowledge of broader referral networks, or the ability to rapidly acquire same.

## Positions under direction supervision

None

## Relates to

- Staff and volunteers
- Executive Board members
- Families and individuals
- Other service providers/community organisations

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## Other Information

### **Criminal History Check**

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

### **Hours of Work**

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work. This is a full time role and requires participation in an on-call roster.

### **Equal Opportunity Employer**

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.