



Ngunya Jarjum Aboriginal Child & Family Network

Position Description

Position Title: Caseworker Support	Business Unit: Operations											
Reports To: Manager Casework	Direct Reports: Nil											
Primary Objective:												
<p>This position is responsible for providing support to primary Caseworkers for children in Ngunya Jarjum’s permanency support program (PSP). This support will achieve quality outcomes for the children placed with the service. The key objectives of the role include to support primary Caseworkers to:</p> <ol style="list-style-type: none"> i. deliver case practice]to a high professional standard and in a manner that promotes the safety, welfare and wellbeing, family and community connections of children placed in Ngunya Jarjum’s care; ii. ensure services are delivered in line with established Ngunya Jarjum policies and procedures, Office of Children’s Guardian (OCG) standards and in compliance with relevant legislation; iii. work in a manner that ensures sound community networks and fosters and maintains positive interagency relationships. 												
Position Dimension & Decision Making Authority:	Key Communication Contacts:											
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine administrative decisions • Routine enquiries from internal and external clients and the Community • Operational expenditure within delegation and budget <p>Referred to Manager –</p> <ul style="list-style-type: none"> • Non-routine case management or administrative decisions • Non-routine enquiries from internal and external clients and the Community • Actions outside company policy and procedure 	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Manager Casework</td> <td>Daily – Accountable for all position deliverables and supervision</td> </tr> <tr> <td>Caseworkers</td> <td>Daily – provide support to deliver high quality service</td> </tr> <tr> <td>Clients and the Community</td> <td>As needed – providing help and advice within scope of the role</td> </tr> <tr> <td>External Agencies and stakeholders</td> <td>As required – building and maintain relationships.</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Manager Casework	Daily – Accountable for all position deliverables and supervision	Caseworkers	Daily – provide support to deliver high quality service	Clients and the Community	As needed – providing help and advice within scope of the role	External Agencies and stakeholders	As required – building and maintain relationships.	
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Case Management	<ul style="list-style-type: none"> • Support primary Caseworkers to: <ul style="list-style-type: none"> • identify, recruit, train and assess potential and current carers in line with applicable legislation and standards: • undertake placement matching and support and ensure case plan goals are in accordance with permanency guidelines: • monitor placements in the carers' home including home visits and all related support: • ensure compliance with all application legislation and regulation including the Carer Protection Act and OCG Standards: and • advocate for each child's rights as per the United Nations Convention of the Rights of the Child. • Maintain appropriate records and compliance with the service management system and Ngunya Jarjum Records Management Policy and Procedures. • Participate in regular staff supervision, staff appraisals, team meetings and staff development days. • Provide on-call availability to carers, children in care and support agencies via mobile phone (voluntary on call roster). • Carry out other reasonable duties from time to time as requested by the Manager Casework and CEO in accordance with funding and relevant legislative requirements. 	<ul style="list-style-type: none"> • Caseworkers supported to achieve case management requirements within policy and procedure guidelines, Carer Protection Act and OCG Standards • High level of client service satisfaction
2. Community development	<ul style="list-style-type: none"> • Maintain strong community connections. 	<ul style="list-style-type: none"> • Active participation in community

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	<ul style="list-style-type: none"> • Network with other agencies to support families and children in care. • Promote Ngunya Jarjum in the community, distribute brochures, information kits on service etc • Develop positive relationships and liaise with relevant agencies including Government and Non-Government agencies, Aboriginal communities and health and welfare services. 	development activities
3. Mandatory Requirements	<ul style="list-style-type: none"> • Participate in monthly supervision/mentoring sessions with Manager. • Participate in performance appraisals and reviews with Manager. • Attend training as identified during supervision and at staff appraisal. • Be aware of Ngunya Jarjum complaints mechanism and administration procedures and refer to Caseworkers or Manager Casework when required. • Maintain confidentiality as a mandatory requirement. • Compliance with all policies and procedures of Ngunya Jarjum. • Report to the Manager within 24 hours any criminal charges and/or convictions. • Attend Child Protection Mandatory Reporting training. • Undergo criminal and working with children checks in accordance with legal requirements. 	<ul style="list-style-type: none"> • Compliance with all mandatory requirements
4. Workplace Health & Safety	<ul style="list-style-type: none"> • Be familiar with the WH&S policies and procedures and be responsible for own safety and that of fellow employees, clients and visitors. • Actively participate in employee consultation on WH&S matters and hazard identification. 	<ul style="list-style-type: none"> • Compliance with WH&S policies and procedures.

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	<ul style="list-style-type: none"> • Maintain a harassment, discrimination, violence and bullying free workplace. 	
Key Challenges:		Person Specification:
<ul style="list-style-type: none"> • Maintaining quality standards in a high-volume environment • Continuous professional development • Ensure all regulatory requirements are met 		<ul style="list-style-type: none"> • Aboriginality • Certificate III Community Services or willingness to obtain within 12 months of commencement • Experience or strong interest in working in an permanency support program environment • Demonstrated ability to engage & work effectively with Aboriginal people and communities. • Strong interpersonal and communication skills • Effective time management and personal organisational skills • Ability to work independently or as a team member • Intermediate level of computer literacy; sound working knowledge of Microsoft Office software • Current NSW driver's licence