



POSITION DESCRIPTION

Position Title	Justice Support Caseworker
Reporting To	Team Leader – Justice Support

PURPOSE OF THE POSITION

SCMSAC is funded by Juvenile Justice (NSW Government) to deliver the Justice Support - Casework Support Service across the far South Coast region of Southern NSW within the South Coast and Southern Tablelands area. The program will assist juvenile offenders under the supervision of Juvenile Justice who are assessed as having a medium to high level risk of offending.

The Justice Support Caseworker is responsible for providing intensive support to young people leaving detention to overcome offending behaviour and positively reintegrate into the community by establishing pro-social lifestyles.

KEY RESPONSIBILITIES & DUTIES

- Work with Justice Support Caseworker and young offenders to develop individualise support plans, including the assessment of physical, cultural, financial and accommodation needs of the client
- Provide intensive casework support services to young people from CALD backgrounds referred to the program, including building rapport and establishing professional relationships with families and/or carers
- Support clients with adhering to case plans and ensure target outcomes are met, while also ensuring practical steps are taken to meet presenting needs
- Develop and maintain electronic records, ensuring all client documents are completed, and records are detailed, accurate, and factual and comply with relevant legislation
- Liaise with the Juvenile Justice and relevant support services to implement the necessary referral and support of clients on a weekly basis. This includes weekly custodial visits (face-to-face, AVL or via phone), commencing 4 weeks prior to the client's release
- Assist and encourage clients to develop skills necessary to achieve their set goals as per their case plans, allowing them to live a pro-social life. This may include but is not limited to skills in life management, vocation, self-esteem, financial management and personal development
- Identify appropriate services or programs and advocate on behalf of young people to ensure access and engagement as per case plan requirements
- Participate in local interagency meetings, steering committees and other forums, in order to share information, best practice and highlight the needs of families and adolescents in the community
- Work with local organisations and communities to develop, implement and evaluate programs and community sustainability strategies
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO, Senior Manager or Supervisor

KEY PERFORMANCE AREAS

- Strong relationships are developed and maintained with the Department of Juvenile Justice and Support Services allowing clients to be effectively assisted and supported each week
- Case plans are created for all clients focusing on areas of criminogenic risk including housing, family, wellbeing and substance use
- Appropriate services and programs are sourced to provide assistance and support to clients via goal setting, skills development and advocacy
- Initial case management meetings are held and case conference reviews are attended
- Exit reviews and case closures are completed and submitted within appropriate timeframes
- Client records are accurate and up to date

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Clear understanding of the needs of families and young people involved in the criminal justice system
- Demonstrated experience in the delivery of mentoring, intensive casework or case management services including relevant tertiary qualifications in Justice, Welfare, Community Services, Social Work or related area
- Demonstrated ability to develop professional relationships to work effectively with young people with challenging behaviours and their families
- Demonstrated experience in project work or management, with the ability to plan, develop, implement and evaluate programs and community sustainability strategies
- Demonstrated computer skills, including the use of Microsoft Office Programs, client information and data systems
- Demonstrated ability to work autonomously including excellent organisational skills and capacity to prioritise competing demands
- Excellent interpersonal skills including written and verbal communication skills with the ability to effectively communicate with people at all levels, collect statistical data and write reports
- Clear Working With Children Check and National Police History Check
- Current NSW Driver's License and the willingness to travel overnight, work flexible hours and across different locations within the local service area (Far South Coast and Tablelands)

Desirable

- At least two years' experience in intensive casework or case management services
- Aboriginality*

PERSONAL QUALITIES AND ATTRIBUTES

- High level of Integrity and regard for professional boundaries, confidentiality and the ability to maintain sensitive information
- Strong community focus with compassion for the client group and ability to maintain unconditional positive regard for the clients
- Leadership and capacity for innovation, quality assurance and improvement
- Willingness to learn, undertake training and ongoing professional development

RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO may make day to day requests for support and information from the Justice Support Caseworker.
SCMSAC Health and Wellbeing Executive Officer and Programs Manager	The Justice Support Caseworker may receive guidance and direction from the Health and Wellbeing Executive Officer and Programs Manager.
SCMSAC Team Leader - Justice Support.	The Team Leader Justice Support is the first point of contact for the overall direction of work and will provide support to the Justice Support Caseworker.
SCMSAC Managers, Team Leaders and Employees	The Justice Support Caseworker will interact closely with employees, Team Leaders and Managers to develop and maintain effective working relationships, collaborate on matters, respond to referrals, exchange information and provide advice and feedback.
SCMSAC Clients	The Justice Support Caseworker will develop and maintain caring, supportive, professional relationships with targeted clients and their families, carers and networks ensuring professional boundaries are established and maintained.
External Stakeholders	The Justice Support Caseworker will develop and maintain strong connections with external stakeholders such as Government, public, private, Non-Government and volunteer services in the local area.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*