

# Position Description

## Case Worker



<b>Position Title:</b>	Case Worker	
<b>Reports To:</b>	Group Manager	
<b>Direct Reports:</b>	NIL	
<b>Hours of Work/Status:</b>	Full time (38 hours per week)	
<b>Modern Award Classification</b>	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 5	
<b>Position Objective:</b>	The objective of the Case Worker is to work as part of a delivery team to provide wrap around case management to a targeted group of people who have been affected by the 2022 Northern Rivers Flood Natural Disaster. The key focus of the role is to support people entering the NRH Flood Recovery program to transition from temporary accommodation or flood affected properties to permanent or habitable housing.	
<b>Location</b>	Lismore Community Village, 32 Crawford Road, Lismore, NSW 2480	
<b>Qualifications / Experience</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Bachelor of Social Work or equivalent Human Services tertiary qualification</li> <li>• Experience in the social housing sector and homelessness</li> <li>• A positive history of working with vulnerable people</li> <li>• Demonstrated experience in delivering a responsive service to people with complex needs</li> </ul>	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>• Group Manager</li> <li>• Executive Manager, Housing Services</li> <li>• Allocations Officer</li> <li>• Locational Case Workers and Support Workers</li> <li>• NRH Team members working in the program, including the Finance Team and People and Culture</li> <li>• Community Engagement Team members</li> <li>• Asset Management Team</li> <li>• Executive Management Team</li> </ul>	<ul style="list-style-type: none"> <li>• NRH Community Village Residents</li> <li>• Department of Communities and Justice</li> <li>• Services NSW</li> <li>• NSW Reconstruction Authority</li> <li>• Local health and human services providers</li> <li>• Police and Emergency Services</li> <li>• Community agencies, including support services providers</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>1. Client Engagement</li> <li>2. Service Delivery (Remediation Phase)</li> <li>3. Service Delivery (Ongoing Response to Complex Need)</li> <li>4. Partnerships Engagement</li> <li>5. Reporting</li> <li>6. Safe System of Work</li> </ol>	
<b>1. Client Engagement</b>	<ul style="list-style-type: none"> <li>• Build rapport and establish relationship with people in the Village</li> <li>• Work with people entering the Village to assess initial health and any other support needs to scope housing needs and goals</li> <li>• Make contact with nominated person within 24 hours of accepting an allocation</li> <li>• Prepare a person led initial Action Plan to address support priorities and to find a home</li> <li>• Work in conjunction with other support services to provide emotional, personal, and practical support, to enable a successful tenancy</li> </ul>	

	<ul style="list-style-type: none"> <li>• Provide information, advocacy, referrals and coordination for individuals and families who require assistance to navigate access to a range of services</li> </ul>
<b>2. Service Delivery (Remediation Phase)</b>	<ul style="list-style-type: none"> <li>• Working with the Resident and their current supports to prepare a detailed transition plan to enable moving from temporary accommodation into a home, including practical requirements and actions to manage health, mental health and social challenges</li> <li>• Work intensively during transition with each person to stabilise their residency</li> <li>• Work collaboratively with your own team and relevant teams to identify and actively manage risks in conjunction with the resident.</li> </ul>
<b>3. Service Delivery (Ongoing Response to Complex Need)</b>	<ul style="list-style-type: none"> <li>• Working with the resident to facilitate a personal action plan to develop strategies to meet their goals and rebuilding their lives</li> <li>• Support residents to set and achieve case plan goals across the domains of housing, health and mental health management and financial</li> <li>• Support residents to develop skills to identify challenges and stressors and to prepare and activate plans to respond with self-regulated actions</li> <li>• Lead and coordinate support interventions that are strengths based, trauma informed, recovery focused and person centred</li> <li>• Develop and draw on the individuals circle of support to strengthen their connections with family and community and to increase formal and informal supports, personal capacity and resilience</li> <li>• Lead proactive case management, advocacy and strategy-building to seek long term housing for each person</li> <li>• Tailor the intensity of support to each person, stepping service frequency, intensity and duration down or up as required in moving towards their goals</li> <li>• Coordinate with other local support services to undertake multi-disciplinary case planning, if needed</li> </ul>
<b>4. Partnerships Engagement</b>	<ul style="list-style-type: none"> <li>• Working with the Case Management and Support Services Lead to develop, broker, maintain and expand partnership agreements and practice arrangements with community service providers engaged in this program to encourage tenancy sustainability, personal health and wellbeing and to minimize the risk of further homelessness</li> <li>• Participate in relevant government and community initiatives to address issues of housing and social need</li> <li>• Attending local and regional Natural Disaster forums and other meetings as relevant</li> </ul>
<b>5. Safe System of Work</b>	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• accept personal responsibility for maintaining safe workplace and work practices;</li> <li>• understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>• undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>• Ensure that contractors undertake work in a manner that is not harmful to their health and safety or the health and safety of others.</li> <li>• work in observance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations;</li> <li>• comply with Risk Management policies, procedures and work instructions;</li> <li>• monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents;</li> <li>• correct minor hazards where applicable; and</li> <li>• attend and actively participate in WHS and other mandatory training.</li> </ul>
Other duties as directed by the line manager.	
<b>Critical Competences:</b>	<b>Client Focus</b> - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand information and uses it for improvements in products and

services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect

**Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

**Resilience** - Be open and honest, prepared to express your views, and willing to accept and commit to change; Show drive and motivation, an ability to self-reflect and a commitment to learning

**Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

**Interpersonal and Written Communication** - Is able to communicate clearly and succinctly in a variety of interactions, settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence; actively listens to others

**Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things that the incumbent sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

**I have read, understand and accept the above Position Description relating to the Position I have been appointed to:**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_