

## POSITION DESCRIPTION

<b>Position Number:</b>	1090
<b>Position Title:</b>	Case Worker
<b>Position Type:</b>	Full time
<b>Position Level:</b>	SCHADS 4.1
<b>Location:</b>	Alice Springs
<b>Direct Reports:</b>	Nil
<b>Responsible To:</b>	Program Manager

### About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

### Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

### Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

### Values

#### We value

#### We demonstrate this by:

#### RESPECT:

Respecting the rights of individuals, families, stakeholders, our clients, and our employees, to make informed choices.

#### ABORIGINAL & TORRES STRAIT ISLANDER:

Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.

#### INTEGRITY:

Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.

#### SOCIAL JUSTICE:

Promoting and pursuing a society which is equitable and inclusive.

#### EXCELLENCE:

Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice, and innovation.

#### DIVERSITY:

Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion, and any other unique talent.

## Summary of Position

The position will work to support individual clients and their families across 2 programs SEAS (Specialist Elder Abuse Services) and DRCCS (Disability Royal Commission Counselling Services).

The Specialist Elder Abuse Services program which provides case management and mediation support to older people who are 'at risk' of, or experiencing, elder abuse and their families/support persons.

The Disability Royal Commission Counselling Service (DRCCS) provides trauma-informed counselling and casework for those affected by, or engaged with, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Case Worker will provide trauma-informed case management support to clients. The role requires well developed clinical practice and case management skills. They work alongside the therapeutic staff of DRCCS and SEAS programs. Outreach, community and stakeholder engagement will also be part of this role. The role requires initiative and flexibility.

In this role, the worker is required to comply with the Safeguarding Children and Young People Practice and Behaviour Guidelines and to participate in cultural fitness activities.

## Key Duties and Responsibilities

- Work in a trauma-informed and person-centred way with individuals and families across the SEAS and DRCCS programs.
- Work in close cooperation alongside other therapeutic staff to assist clients with practical, social and emotional support. Make referrals and provide advocacy where needed.
- Participate in community events and promotion activities to increase awareness of the DRCCS and SEAS programs.
- Maintain accurate data entry of client work and community engagement activities.
- Participate in staff meetings, case discussions, team supervision and other program activities as required.
- Any other duties requested at the discretion of the line Manager.

## Qualifications and Experience

### Essential

- Possession of or significant progress towards the completion of certificates or degrees in Social Work, Community services or other related fields
- Demonstrated professional skills working with clients: good listening skills, empathy, understanding clients' challenges and needs of people with disability and elderly people.
- Demonstrated capacity to engage and build positive connections to First Nations communities, organisations and individuals
- Ability to work independently and as part of a team
- Good written and verbal communication skills, reasonable computer skills in Microsoft Office Suite and ability to work with a data base
- Capacity and flexibility to travel to regional, rural and remote localities when required.
- Driver's License

### Desirable

- Demonstrated ability to undertake case management/ provide practical support
- NT Driver's License

## Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

## Corporate

### Physical Resources

- Take care of physical resources during employment with RA-NT including IT, vehicles, equipment and related items

### Systems

- Comply with RA-NT corporate systems, policies and procedures

### Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with work, health and safety requirements and legislation
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace

***Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.***

## Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>April 2022</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>April 2024</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>January 2022</i>