



JOB & PERSON DESCRIPTION

Job and Person Description form a part of an integrated planning process to ensure that individual performances align with the strategic and community directions of ASG. The Job Description also provides the basis on which selection criteria for the position are determined.

Position:	Caseworker - Western Homelessness
Program:	Western Adelaide Aboriginal Specific Homelessness Service
Reports to:	Program Manager – Homelessness
Location:	Woodville Gardens
Fraction	1.0
Level	Level 4/1 - Aboriginal Sobriety Group Indigenous Corporation Enterprise Agreement

1. PURPOSE STATEMENT

The Aboriginal Sobriety Group Indigenous Corporation (ASG) is a community-based organisation providing care and support to Aboriginal and Torres Strait Islander people to sustain social, emotional and economic wellbeing. It is the aim of ASG to improve the quality of life for Aboriginal people through the provision of programs and culturally appropriate supports.

The primary role of the Caseworker - Western Homeless Program is:

- Provide a 'Gateway' response to all clients who are homeless and seeking services and support.
- Provide a range of professional support and life skill services to assist Aboriginal and Torres Strait Islander people to access homelessness services and support including access to crisis accommodation.
- Assess client's needs by tailoring assistance and programs to meet the individual needs, goals and aspirations of clients under an approved case management framework.
- Work with clients towards empowering them in their daily lives through referral and/or access to training, health services, life skills, relationship building and decision-making skills.
- Deliver early intervention prevention support to clients before they become homeless by engaging with people who are at risk of homelessness and undertaking early identification and case management aimed at sustaining current tenancies.
- Develop and deliver programs which support clients post crisis, after a period of homelessness, to assist them in sustaining accommodation and stabilising their life situation.

2. KEY RESPONSIBILITIES/DUTIES AND MEASURES

1. Client service delivery responsibilities

Provide services to clients who are either homeless or at risk of homelessness in accordance with a joint service agreement with funding providers.

- Ensure services delivered are culturally safe, of high quality and tailored to meet individual/client needs.
- Encourage and assist clients to access clinical health services, life skills training, and activities to improve their physical, social and emotional health and their general wellbeing under a 'gateway' framework of support.
- Provide up to date and accurate information relating to homelessness and other related services and supports.
- Provide appropriate and timely referrals, advocacy, and assist clients to access services.
- Build trust and effective working relationships with clients by modelling behaviour that is positive and non-judgemental.
- Ensure child safe environments at all times including legislative requirements in line with mandatory notification.

2. Case Management Responsibilities

Provide quality services to clients and residents under a case management framework which includes:

- Prioritising and managing the workload within agreed timelines and procedures. Case load will vary dependent on individual needs, complexity, and intensity of work required.
- Assessment, planning, implementing, coordinating and reviewing service delivery as a holistic approach to engage and support clients.
- Apply relevant professional skills and knowledge to service delivery.
- Adhere to relevant codes of conduct, ethics and standards.
- Maintain confidentiality.
- Work with members of the team and external service employees to enable seamless service delivery for clients.

3. Teamwork Responsibilities

- Develop and maintain networks with stakeholders to ensure appropriate pathway options are developed for each client.
- Enhance and encourage teamwork through participation in team meetings, training and other team activities.
- Ensure personal safety by the adoption of safe work practices and compliance with ASG's policies and procedures
- Use ASG's resources accountably, effectively and prudently for the benefit of clients and the program.

4. Administrative Activities

Ensure compliance with a range of administrative and business practices which support the Western Homelessness Project and ASG's policies and procedures. This includes:

- Maintaining timely and accurate documentation of counselling notes, consistent with professional standards.
- Providing regular statistical and other reports as requested.
- Ensuring secure management of client data and client files and compliance with privacy policies and legislation.

5. Continuous improvement

- Participate in the review of policies, operational directives and procedures.
- Actively engage in the continuous quality improvement process and work towards implementing change where appropriate.

6. Professional Development

- Participate in professional development activities that will enhance service outcomes, management and organisational development capabilities.
- Actively participate in regular supervision and development sessions as required.
- Participate in regular performance development reviews.

3. SELECTION CRITERIA

Essential:

- Hold a current Senior First Aid Certificate
- Hold a current Child Safe Environment Certificate
- Current DHS Child-Related screening clearance
- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander people, societies and culture including contemporary issues affecting their health and wellbeing.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples and be able to work in a manner which takes into account community kinship systems.
- Extensive experience in the provision of support services to people who are disadvantaged, homeless and or at risk.
- Ability to work effectively with a wide range of government and other social welfare/health agencies.
- Relevant experience and confidence working in the community sector, especially with clients who have complex social needs.
- Demonstrated case management experience.
- Ability to use initiative and work directly with clients in a highly challenging environment in clinical and outreach sites.
- Willingness to drive considerable distances in the course of work duties.
- Ability to maintain high levels of work standards and deliver services within the resources of the program which support clients in a sensitive and non-judgemental manner.
- Ability and willingness to promote healthy living programs.
- Good written, computer and oral communication skills
- Demonstrated ability to work under limited supervision and support other team members.
- Knowledge of care networks appropriate to the needs of clients.

Desirable:

- Social Work, Community Services or equivalent experience
- Current Mental Health First Aid Certificate
- Accredited training in drug and alcohol and/or counselling would be highly desirable.

- Committed to the improvement of the social and emotional wellbeing and health outcomes for ATSI people.
- Knowledge of health promotion, harm reduction, and drug and alcohol related services.
- Experience in working with Aboriginal people, organisations and communities including understanding of cultural protocols and community consultation processes.

4. APPOINTMENT CONDITIONS

Special Conditions and Status

- Full time position - 38 hours per week.
- Tenure in this position is subject to funding continuing.
- Generous salary sacrifice
- Superannuation Employer contribution.
- Some out of hours work may be required.
- Some intrastate travel may be required.
- Appointment is subject to a satisfactory Child-Related Employment Screening through Department Human Services.
- Unless filled internally, subject to 6 months satisfactory probationary period.
- Current SA Driver's Licence and willing to drive in the course of work activities.
- Conditions of employment are in accordance with the Enterprise Agreement of Aboriginal Sobriety Group Indigenous Corporation.
- ASG is a non-smoking environment

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined work health and safety legislation and Aboriginal Sobriety Group's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury which arises in the course of your work.

7. CULTURE & CODE OF CONDUCT:

At Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced with your assistance, and in joining our team, you share our commitment to providing the best service to our community. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things.

Within the facility, we act with integrity and professionalism, in our dealings with each other and our clients. We have a commitment to ongoing professional development and to foster an environment where everyone's contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.

8. EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

9. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

_____ (Name)

_____ (Signature) ____ / ____ / ____ (Date)

Job and Person Description Approval

_____ (Name)

_____ (Signature)

____ / ____ / ____ (Date of Approval)