



## Information Package

### Case Work Coordinator – Permanency Support

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly known as OOHC), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

#### Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and resource support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values-based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

## Position Advertisement

### Case Work Coordinator – Permanency Support

#### Permanent, Fulltime, Bathurst

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of FACS-funded programs.

#### Case Work Coordinator:

- Make a real difference in the lives of children & young people
- Use your experience in OOHC, child protection or permanency support to coach an eager & committed team
- Enjoy working in an innovative & creative way to meet your client's goals
- Salary circa \$90k + super + \$15,900 salary packaging + additional leave days

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening. Positions are paid under the SCHCADS Award.

Contact **Joel Palmer** (Operations Manager) for further information on 6332 3882

#### To apply:

For full details, including selection criteria and information on how to apply, go to:

<http://veritashouse.org.au/careers-with-us/>

**Applications close at 9.00 am on Wednesday 17<sup>th</sup> October 2018**

*Aboriginal and Torres Strait Islander people and people with a CALD background are warmly encouraged to apply for all positions.*

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## To apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House:

- Carefully read through this Information Package.
- Conduct initial research on the Veritas House by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess and can demonstrate your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending the interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

### Please note...

By submitting your application, you agree and give permission for your application to be shared with the people at Veritas House who will make decisions about who to interview for this role. If you are called for an interview, your application will be shared with the Interview Panel, which will include an independent person from another organisation.

## Submitting your application

Applications should be submitted via email (by the closing date and time) to:

**[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)**

## Position Description

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|--|---|
| <b>Position Title:</b>                   | Case Work Coordinator – Permanency Support  |
| <b>Position Status:</b>                  | Permanent, full-time 38 hours per week, plus on-call when needed                    |
| <b>Reports to:</b>                       | Operations Manager – Permanency Support   |
| <b>Positions Reporting to this role:</b> | PSP case work team  |
| <b>Program:</b>                          | Permanency Support Program  |
| <b>Location:</b>                         | Bathurst  |
| <b>Relevant Award:</b>                   | <i>Social, Community, Home Care, and, Disability Services Industry Award (2010)</i> |
| <b>Award Classification:</b>             | Grade 6, Level 7.1-7.3 dependent on experience                                      |
| <b>Probationary Period:</b>              | 6 months from initial employment  |

### **Level of Decision Making and Authority:**

- Act within Policy and Procedure
- Approval of payments to Foster Carers
- Decisions within the Case Planning process
- All other decisions are in consultation with, or referral to, the Operations Manager

### **Requirements:**

- Preferably a relevant Degree qualification. At a minimum, Diploma of Community Services or similar, and commitment to pursuing further tertiary qualifications to Degree level
- Current Driver's licence
- Satisfactory Working with Children Check and Criminal Records Check

### **Primary Program Objective:**

To provide a secure, safe and supportive home environment for children and young people who can no longer reside with their families.

### **Primary Objectives of this Position:**

1. To manage the placement of children & young people in Foster Care & support best practice case management in achieving positive and effective outcomes for children in Foster Care.
2. To coordinate and support the work of the Veritas House PSP team. This will involve providing ongoing line supervision, support and annual appraisals to casework staff while overseeing ongoing compliance with all aspects of Veritas House Policy and Procedures and the NSW Child Safe Standards for Permanent Care.
3. Assist the Operations Manager in developing and implementing strategic plans.
4. When necessary, assume and manage a small case load of children and / or young people in care.
5. To promote a positive image of children and young people, by adhering to:-
  - NSW Children's and Young Persons (Care & Protection) Act 1998
  - NSW Child Safe Standards for Permanent Care

- United Nations Convention on the Rights of the Child
- NSW Children's and Young Persons charter of rights

**Key Accountabilities:**

**1. Support the PSP Case Work team**

- Provide regular, documented line supervision to Case Workers, in line with Veritas House policy and procedures;
- Ensure Case Workers have an external Supervisor, update the Supervision Calendar and attend regular sessions with their external Supervisor;
- Provide coaching and feedback to case workers on case work practice;
- Mentor staff in Case Work best practice, providing guidance and advice;
- Roster annual leave and approve leave requests and timesheets;
- Supervise work placement students allocated to PSP;
- Coordinate and when necessary chair PSP team meetings, ensuring the Agenda is followed and the meetings are minuted.

**2. Coordinate compliance with Veritas House Policy and Procedures and the OOHC Standards**

- Monitor and ensure compliance with PSP-specific policies and procedures;
- Conduct quality audits of case notes, reports to carers and birth families (and significant others in a client's life) and other documentation, and coach staff in how to improve these;
- Ensure ongoing compliance with the NSW Child Safe Standards for Permanent Care by regularly reviewing work completed against the standards and working with staff to correct any non-compliance or discrepancies;
- Oversee staff completion of mandatory training (eg Safetrac on-line training; child protection training).

**The following accountabilities come into effect when managing a case load, and are the applicable in providing guidance and coaching to PSP Case Workers:**

**3. Promote the safety, welfare and well-being of children or young people.**

- Ensure that the child or young person's safety, welfare and well-being are paramount considerations in all decision making and practices;
- Follow due process in the selection and transition of children or young people into care;
- Ensure that all child protection policies and procedures are followed;
- Report to Community Services all cases of suspected risk of significant harm to children and/or young people;
- Assist in the reporting and investigation of all relevant issues as prescribed by the NSW Ombudsman.

**4. Consider the child or young person's views in all major decisions.**

- In alignment with the child or young person's age and capacity, ensure that the child or young person's views are considered as part of all major decision making. This includes the choice of placements, development of the case plan, formulation of Cultural Plans and contact with birth family.
- Assist the child or young person in developing their capacity to participate in collaborative, structured decision making processes.
- Ensure that the child or young person's wishes are known and considered in decision making by all members of the Placement Team.
- Contact child or young person within 24 hours of placement by phone & face to face within 7 days.
- Provide pathways for clients to access independent advocacy services where required.

**5. Develop, implement and manage high quality case plans.**

- Where Veritas House has case management, develop collaborative case plans with the involvement of

the child or young person, their birth family, carers and other members of the placement team.

- As part of the quality case planning process:
  - Select the appropriate case plan goal – reflective of the Court Order and long term intentions of the care of the child or young person;
  - Formulate clear, achievable objectives, designed to improve outcomes for the child or young person. These objectives must be in alignment/support of the case plan goal;
  - Lead formal case plan monitoring meetings, as per the prescribed schedule, involving all members of the placement team;
  - Document and distribute comprehensive case planning records & monitoring meeting minutes, in whole or part, to all appropriate parties;
  - Oversee the input of services provided as part of the case plan, ensure that the intervention is undertaken with a codified purpose, intended outcomes, agreed measures and timeframes;
  - Work within allocated budgets for the provision of services and ensure that the service is cost effective;
  - Ensure that all young people 15 years or older and preparing to leave Permanency Support have specialist exit plans.
- Ensure documentation of all Case Plans, case notes and other records is up-to-date (in both paper-based and electronic form) and compliant with OOH Standards and Veritas House policy and procedures.

#### **6. Establish, maintain and strengthen relationships with Foster Carers and family**

- Maintain current contact details for all Foster Carers involved in care of the child or young person in the case load;
- Obtain and maintain appropriate, respectful and effective relationships with the Foster Carer family and significant others, ensuring the distribution of placement information, participation in case planning processes and promoting the Carer's involvement in the child or young person's life;
- Actively promote, support and participate in positive contact between the child or young person and their birth family and significant others;
- Feedback to the CART Coordinator and / or Operations Manager any Carer training requirements and appraisal issues.

#### **7. On-call roster**

- As required and when rostered for such, be available for after-hours on call to attend to phone enquiries from direct care staff and Foster Carers;
- When on-call, remain sober and fit to perform duties as if rostered for duty;
- Maintain the on-call phone fully-charged, turned on and always at hand; answer the phone when it rings;
- Be prepared to be recalled to duty to attend to emergencies that may arise during on-call shifts.

#### **7. Case Work Administration**

- Accurate and timely reports are provided to the Operations Manager as required;
- Corrective action on reports arising from Internal/External audits are performed within time frames;
- All case notes are maintained and up-to date for all clients in case load;
- Life Story work is maintained and up-to-date.

#### **8. Team Participation & Work Management**

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Attend and participate willingly in staff meetings, case conference meetings and funding body meetings.

## 9. Cultural Sensitivity and Appropriateness

- Placements and permanency plans are done in accordance with Aboriginal and Torres Strait Islander placement principals;
- Culturally & linguistically diverse children and young people have plans in keeping with their culture;
- Support connections to family, culture and community;
- Support culturally appropriate case work practice.

## 10. Accountability

- Accept professional supervision from the Operations Manager, Permanency Support;
- Maintain client records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House including Keep Them Safe, Mandatory Reporting and WHS;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

## 11. Work within a Legal & Ethical Framework

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintaining the privacy and confidentiality of sensitive information on children and young people including; personal, educational, medical & financial information.
- Refer to the Permanency Support Case Work Coordinator any external requests for information from an unknown source;
- Maintain compliance with NSW Child Safe Standards for Permanent Care;
- Be aware of relevant legislation and mandatory obligations on all issues pertaining to young people; in particular Keep Them Safe legislation and initiatives, Interagency Guidelines and Reportable Conduct / Mandatory Reporting for reporting children at risk.

## 12. Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to the Permanency Support Case Work Coordinator and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;
- Act as a role model for the young people in regards to personal standards of hygiene and cleanliness.

## 13. Other Organisational Requirements

- Attend training (internal & external) as directed and demonstrate a commitment to continual learning;
- From time to time travel will be required (for example, to meet with Foster Carers and children and young people or for training) outside of normal hours;
- Contribute to the promotion of the organisation by networking;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by Permanency Support Case Work Coordinator or an Executive Officer;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the Agency's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to appropriate standards that reflect the clients' needs and safety of all stakeholders.

- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.
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### **Conditions of Employment**

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Code of Conduct, as amended and as endorsed by the Veritas House Management Committee from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

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### **Acceptance of Position Description & Conditions of Employment**

I have read and understood the Veritas House Employment Contract, the Position Description, and the Veritas House Code of Conduct and will at all times conduct myself in accordance with the instructions and principles contained within those documents. I understand failure to do so could result in disciplinary processes which may end in termination of employment.

Signed by the employee:

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\_\_\_\_\_

Date

Signed on behalf of Veritas House by:

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\_\_\_\_\_

Operations Manager, Permanency Support

Date

# SELECTION CRITERIA

## Case Work Coordinator – Permanency Support

### Essential Criteria:

1. Minimum tertiary level qualifications in Community Services, Youth Work or similar along with experience working with youth and families in a community services environment.
2. Demonstrated leadership, coaching and team development skills.
3. Experience in the Out of Home Care / Foster Care / Child Protection sector.
4. Strong understanding of trauma and its impact on the development and behaviour of children and young people.
5. Highly developed analytical casework skills, including well developed and effective interpersonal and written communication skills, and high level negotiation and mediation skills.
6. Demonstrated ability to develop and maintain a partnership approach with colleagues, the community and other agencies in all aspects of work.
7. Experience or knowledge of the Children's Guardian accreditation process and NSW Child Safe Standards for Permanent Care.
8. High level of written, verbal and computer-based communication skills, including the use of data and case management reporting portals.