



## Information Package

### Case Work Specialist - Permanency Support (Bathurst and/or Orange)

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, the Premier's Youth Initiative, Supported Independent Living, Youth Specialist Homelessness Services, Case Management Support Services and Targeted Earlier Intervention. The majority of our funding is provided by the Department of Communities and Justice.

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, working primarily in Bathurst and Orange and surrounding communities. As an organisation, we are committed to our values:

##### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

##### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

##### Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

##### Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

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 professional 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 Specialist – Permanency Support

#### Fulltime, Permanent – Bathurst and/or Orange

#### About us

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 DCJ-funded programs.

Veritas currently delivers services in Permanency Support (formerly known as OOHC), Youth Specialist Homelessness Services (SHS), Case Work Support Service (CWSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care (IC) and Premier's Youth Initiative.

#### About the position

##### Case Worker - Permanency Support

We are seeking a passionate Case Work Specialist to join our team. This role is responsible for advising and implementing best practice approaches for our most complex children and young people with an emphasis on trauma informed care and managing challenging behaviour while also prioritizing outcomes for permanency and restoration. In this role you will need to meet funding, performance and practice requirements, ethical and professional standards as well as community and stakeholder expectations within PSP.

This position is permanent and full-time which:

- ensuring that team members have the necessary capability to deliver culturally appropriate, holistic, high-quality case work for children and young people with complex needs
- Support the team with practical ways of considering a child or young person's needs through cross-functional lenses
- Empower Caseworkers to use evidenced-based approaches and tools
- Lead case management and planning of tasks

#### Why work for us?

As an organisation we value collaboration, authenticity, compassion and relationships and together, we work towards achieving a world where every person feels safe, secure and valued. We do work we're proud of, but we offer more than just the chance to feel good:

- ☆ An attractive salary dependent on your qualifications and experience
- ☆ Not for profit salary packaging options up to \$15,900 per year plus meals and entertainment benefits
- ☆ Additional leave once your probationary period is complete
- ☆ Discounted gym memberships
- ☆ Working for a passionate, locally based community organisation in either Bathurst or Orange
- ☆ Opportunity to develop your skills working within a dedicated team
- ☆ Individual and group professional supervision as well as other continuing professional development opportunities

#### Essential Criteria

All applications must include a cover letter which addresses the following selection criteria. Applications will only be considered if they contain a statement addressing the following selection criteria:

1. Relevant tertiary qualification in the social sciences or equivalent sector experience;
2. A minimum of 3 or more years field experience in complex case management in a PSP setting;
3. Demonstrated in depth knowledge of the impact of trauma, trauma informed care and managing challenging behaviours;
4. Demonstrated understanding of child protection issues and the ability to identify them;

5. Demonstrated in depth knowledge in relation to Restoration, Guardianship and Pre-Adoption Casework practices;
6. Demonstrated commitment to creating and maintaining an environment where the voice of the young person is heard and valued.
7. Demonstrated ability to work collaboratively with Carers, Birth Families, DCJ and other stakeholders.

**Desirable Criteria:**

8. Understanding of the Permanency Support Program (PSP) and its guiding principles including a commitment to family finding, restoration and permanency;
9. Knowledge and experience in restoration practices, working with families through the restoration process and the Structured Decision Making (SDM) model.

All employment at Veritas House is subject to a clear Working with Children Check, satisfactory National Criminal History Screening and full vaccination against COVID-19. You must also have appropriate working rights to apply for this role (working visas of less than 12 months will not be considered).

**To apply**

Send cover letter, resume and statement addressing the selection criteria via Seek or to [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

Application must include a statement or cover letter which address each of the selection criteria. Full details of the position, including guidance on how to apply, can be found in the Information Package on our website: <http://veritashouse.org.au/careers-with-us/>

**Applicants will be contacted for interviews as they apply. This job will close when a successful applicant has been selected.**

*We hire on merit alone and welcome the true, authentic and diverse person you are.*

*We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU*

## 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. Your cover letter should also include a statement addressing each of the Selection Criteria. Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria. A sample format is demonstrated in the picture below:

**3. Demonstrated interpersonal and oral communication skills in liaising effectively with a wide range of people both internal and external to an organisation.**

One of my main duties within the role of Valuation Secretary with C International was liaising with the Bank Australia resolving enquiries and issues that had arisen in regards to clients accounts. Another integral part of my role was the dairy management of several employees involving scheduling property viewings to simultaneously adequate for 1-3 Agents, owners and potential buyers. Without employing high-level interpersonal communication and liaising skills this would not been possible.

Liaising and communication has played a major role in my success in my career. From liaising with clients and underwriters to communicating effectively to provide clients, staff and departments with correct course information or gathering accurate information for audits, I have demonstrated high-level communication throughout my work history, which will serve me well within this role.

**4. Demonstrated written communication skills including the ability to draft and proof read routine correspondence with a high degree of accuracy.**

The importance of accurate and error free course material within Learning Institutes cannot be understated. The task of making sure that Skills is using high level, error free material is one of my tasks within the role of Business Manager Support. Proofreading, grammatical and spelling checks, research of industry standards and ensuring updated and relevant information and disclaimers are all included within this material and all are vital elements within this role, a role that I have been able to accomplish while exceeding all expectations.

*Figure 1 Sample selection criteria format (Google image)*

2. 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 Seek or email (by the closing date and time) to:

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

## Position Description

<b>Position Title:</b>	Case Work Specialist
<b>Reports to:</b>	PSP Operations Manager
<b>Program:</b>	Permanency Support Program
<b>Location:</b>	Bathurst and/or Orange
<b>Relevant Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Level 6

### Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Tertiary qualifications in a Human Services field eg Child Protection, Children's Services, Nursing, Out of Home Care, Youth Work, Psychology, Community Services, Criminal Justice etc
- Appropriately vaccinated against COVID-19

### Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### Veritas House Values

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



#### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.



#### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.



#### Compassion

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#### Authenticity

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### Primary Objective of the Position

The Permanency Support Program (PSP) aims to give every child/young person a loving home, whether that be with parents, family, extended family, through guardianship or quality long term care. We provide

culturally supported placement options for children and young people 0-18 years of age. PSP also provides 'light touch' Aftercare service for young people 18-25 years who have left foster care.

This role is responsible for advising and implementing best practice approaches for our most complex children and young people with an emphasis on trauma informed care and managing challenging behaviour while also prioritizing outcomes for permanency and restoration. In this role you will need to meet funding, performance and practice requirements, ethical and professional standards as well as community and stakeholder expectations within PSP.

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

You are expected to:

- Act within policy and procedure
- Act under direction of the Operations Manager Permanency Support.

Decisions that are referred to your Team Leader/Manager:

- All issues that require a sign off / approval from the Team Leader, Executive Manager or CEO;
- Issues outside of policy guidelines
- Complaints from children or young people, Carers
- Requests for new business from funding bodies
- Complaints from funding bodies

### **Position-Specific Roles and Responsibilities**

#### **Key Accountabilities:**

- In partnership with the Operations Manager and Team Leaders, be responsible for ensuring that team members have the necessary capability to deliver culturally appropriate, holistic, high quality case work for children and young people with complex needs.
- In partnership with the Operations Manager and Team Leaders, be responsible for facilitating Code of Conduct meetings and the necessary documentation.
- Support the team with practical ways of considering a child or young person's needs through cross functional lenses focusing on developmental needs, education needs, therapeutic needs and cultural needs. Promote and embed case planning which doesn't occur in isolation but at all times, views the child or young person and their needs holistically.
- Empower Caseworkers to use evidenced based approaches and tools such as Therapeutic Crisis Intervention, Structured Decision Making, risk assessment and safety planning to identify and manage possible risks and incidents for children and young people, carers and families, and to recommend and implement corrective actions or controls.
- Collaborate with the Caseworkers and support staff, Carer Recruitment, Intake and Placements Officer and internal suppliers (eg CCS team) to build and lead a PSP culture that supports data integrity, ensuring effective data management training for staff, and regular monitoring of data management.
- Lead case management and planning of tasks that progress permanency and restoration targeted case plan goals for children and young people.
- Lead collaboration between all stakeholders in a child or young person's network for life, including family, extended kin and carers, facilitating building the capacity of parents and carers for all types of placements, to provide care that allows a child or young person to thrive.
- Consider a child or young person's needs through cross functional lenses focusing on health and wellbeing needs, education needs, therapeutic needs and cultural needs. Ensure case planning never occurs in isolation and that at all times, a child or young person and their needs are viewed holistically.
- Understand PSP key performance indicators, compliance and probity obligations and strive to achieve these to a high standard.
- Positively contribute to the development and implementation of practice improvements to ensure the delivery of a high quality and safe service to children and young people. Actively use resources such as SharePoint to support these activities.
- In your practice obtain and document the essential evidence required for decision-making in the best

interest of children, youth and their families.

- In your daily practice, actively contribute to a culture that values the voices of children and young people to have a say in decisions that affect them and their futures.
- Contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Actively engage and participate in clinical supervision sessions so as to enable ongoing learning and development.

**As the Casework Specialist in PSP, your responsibilities will include:**

**Therapeutic Case Work**

- Lead intensive therapeutic casework services for children and young people with complex needs based on the principles of trauma informed care and best practice for managing challenging behaviours.
- Collaborate with PSP staff, psychologists, therapists, families, carers and children to provide the therapeutic support on the ground to best meet the needs of complex children including planning, implementing and evaluating this support.
- Mentor other caseworkers and carers in therapeutic case management using your in-depth knowledge of trauma informed practice and dealing with challenging behaviours.
- Role model best practice casework to other caseworkers and carers using your in-depth knowledge of all aspects and tools of complex and holistic casework.
- Advise the leadership team, other caseworkers and carers about how best to support the needs of individual children and young people using your experience, skills and sound judgement.
- Lead child and young person and family centric case planning, using principles of therapeutic care.
- Ensure teams are supported and coached where necessary, to adhere to all policies and procedures (organisational and PSP specific) including attending home visits and other field work.
- Provide guidance to ensure appropriate placement matching, placement review and placement transition plans for children and young people aged 0-18, with carers who can meet their safety, wellbeing, therapeutic and permanency outcomes. This includes both initial entry to and exit from Veritas and transferring between placements once a child is under Veritas case management responsibility.

**As the Casework Specialist in PSP you will also be required to do the following:**

- Support the development of case plans that prioritise permanency
- Support the monitoring of placements for child/young person safety and wellbeing, identifying and reporting incidents and child protection concerns through internal and external mechanisms as per Veritas House policy and procedure.
- Participate in the assessment of ROSH reports with the PSP Team, DCJ, including investigation, consultation and feedback.
- Develop and implement safety plans as part of risk assessments to ensure the safety and wellbeing of children and young people is prioritised as child protection concerns are identified, during investigations or in response to incidents where risk assessment may be a required response.
- Use evidenced based tools for capturing accurate information, for example Structured Decision Making tools to support children and young people's safety and wellbeing.
- Perform all tasks related to correct record keeping in a timely and appropriate manner, including case notes and relevant child or carer related documentation.
- Review permanency case plan goals regularly and as appropriate, prioritising restoration, kinship care, guardianship, adoption as per the policies and procedures of Veritas House.
- Provide additional support to children and young people during investigations of any kind, ensuring they are safe and their voice and participation is encouraged and recorded.
- In collaboration with your colleagues in the PSP Team, provide additional support to carers who may be subjects of allegations during Reportable Conduct allegations and investigations.
- Collaborate, coordinate and participate in any identified actions with the PSP team and other stakeholders during an investigation. Develop strategies for carer support and provision of timely and accurate information and updates during the process.

- Collaborate with DCJ on appropriate permanency outcome as part of regular case plan reviews.
- Collaborate with external adoption consultants where the case plan goal is adoption to ensure progress through assessment and completion of adoption orders.
- Perform 16a request for information in relation to the safety and wellbeing of children and young people as part of ongoing case management and case planning.
- Perform tasks related to the safe supervision of family visits and monitor the effectiveness and safety of non-supervised visits and visits supervised by carers or other agencies.
- Work collaboratively with other relevant stakeholders (internal and external) to support a child or young person in the development and implementation of a Cultural Plan. Ensure the voice of the child or young person is clearly reflected in the finalised Plan. Support carers to understand the need for, and requirements to implement, a Cultural Plan.
- Participate in the PSP After Hours Emergency Roster so that all duty of care requirements for children and young people and their carers and families are met.
- Adhere to policies and procedure both organisationally and internally for PSP. Staff are to ensure they work within, and contribute to, the PSP Continuous Improvement Framework.
- Ensure you understand and follow policy and procedure in relation to all legal case plan requirements in consultation with DCJ as appropriate.
- Complete Court work as required including S82 and S76 reports, writing affidavits, completing care plans in consultation with DCJ and PSP Team Leaders and Operations Manager.

#### **Restoration Casework**

- Develop and record restoration documentation, including the use of structured decision making tool and associated evidence for use in court outcomes related to changes in parental responsibility.
- Collaborate with DCJ for accountabilities; during initial referral and placement for restoration, during restoration case work and post restoration when a child or young person has returned home
- Collaborate with family, children, family networks of support and other stakeholders to develop and implement Family Action Plans to increase a parents capacity to provide safe care and facilitate assessment of restoration
- Collaborate, develop, implement and monitor restoration case plans every 3 months; ensuring children and young person's safety and wellbeing needs are being met in an out of home care placement, incorporating restoration SDM structure, quality Family Time and Family Action plans .
- Review Restoration permanency goal, using SDM decision making structure and in collaboration with stakeholders; changing permanency goal to guardianship, adoption, kin care or long term care where restoration is no longer an appropriate option.

#### **Guardianship and Adoption Casework**

- Ensure you follow case plan review in line with the timeframes
- Ensure carers applying for guardianship or adoption can meet the relevant criteria within the specified timeframes.

#### **Other Duties and Responsibilities:**

##### **Team Participation & Work Management**

- Be part of the after-hours on call team. When on-call, remain sober and fit to perform duties as if rostered for duty and maintain the on-call phone fully-charged, on-hand and turned on.
- Contribute to the ongoing development of a diverse, inclusive, 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;
- Use supervision, professional development, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

##### **Cultural Sensitivity and Appropriateness**

- Placements and permanency plans are done in accordance with Aboriginal and Torres Strait Islander placement principles;

- Culturally and linguistically diverse children and young people have plans in keeping with their culture;
- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

#### **Accountability**

- Accept line supervision from your Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff 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.

#### **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation.
- Maintain and ensure strict confidentiality.
- At all times demonstrate commitment to the Staff Code of Ethics and Conduct.
- Comply with all relevant legislation.

#### **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 your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

#### **Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation'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 an appropriate standard;
- 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.

## **Selection Criteria**

#### **Essential:**

1. Relevant tertiary qualification in the social sciences or equivalent sector experience;
2. A minimum of 3 or more years field experience in complex case management in a PSP setting;
3. Demonstrated in depth knowledge of the impact of trauma, trauma informed care and managing challenging behaviours;
4. Demonstrated understanding of child protection issues and the ability to identify them;
5. Demonstrated in depth knowledge in relation to Restoration, Guardianship and Pre-Adoption Casework practices;
6. Demonstrated commitment to creating and maintaining an environment where the voice of the young person is heard and valued.
7. Demonstrated ability to work collaboratively with Carers, Birth Families, DCJ and other

stakeholders.

**Desirable Criteria:**

8. Understanding of the Permanency Support Program (PSP) and its guiding principles including a commitment to family finding, restoration and permanency;
9. Knowledge and experience in restoration practices, working with families through the restoration process and the Structured Decision Making (SDM) model.