

Information Package



PSP Case Worker – full-time, permanent

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 Out of Home Care), Youth Specialist Homelessness Services (SHS), Case Management Support Services (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care and the Premier's Youth Initiative. 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, with offices in Bathurst and Orange. 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 pretence.

If you work with us, you will enjoy:

- Access to not-for-profit **salary packaging** options of up to \$15,900 per year plus meals and entertainment benefits (Salary Packaging can lower your taxable income and help you pay less tax – a great benefit to working for a not-for-profit organisation!)
- Development through individual and group mentoring
- Secondments, acting up and project work
- **Additional paid leave** once your probationary period is complete (what we call 'Wellbeing Days')
- Discounted **gym memberships** and **health insurance**
- Use of a **company vehicle** for all work related travel
- Working for a passionate, locally based **community** organisation that values diversity in all its forms
- Opportunity to **develop your skills** through training and experience
- 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

PSP Case Worker – full-time, permanent role

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.

About the Position:

We are seeking a passionate Case Worker to join our growing team. Case Workers help children and young people achieve their full potential by working with them, their carers & families, working within a strengths-based framework.

- Provide ongoing support to children & young people in kinship/foster care, their carers & birth family
- Support Carers in providing quality care of children & young people
- Support connections to family, culture & community
- Support culturally appropriate case work practice

Salary is at Level 5 under the SCHCADS Award and we offer more:

- a dynamic, committed and friendly team of colleagues
- amazing training and the chance to grow your skillset
- use of a work vehicle for all your work-related travel
- salary packaging to minimise the tax you pay
- additional leave after your first 6 months (we call it “wellbeing days”)
- Development through individual and group mentoring
- Secondments, acting up and project work
- Discounted gym memberships and health insurance
- Use of a company vehicle for all work related travel
- Working for a passionate, locally based community organisation that values diversity in all its forms
- The chance to make a contribution within the community you call home

Why work with 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
- Development through individual and group mentoring
- Secondments, acting up and project work
- Flexible work hours (we will consider full-time and part-time hours)
- NFP 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
- Opportunity to develop your skills working within a trauma and developmentally informed team.

About you:

The successful person will represent our values and create a welcoming and supportive introduction to Veritas House. There are also specific skills we're looking for in this role:

Essential Criteria:

1. Qualifications in Human Services (Social Work, Welfare, Youth Work, Criminal Justice, Psychology or similar), preferably at Diploma or Degree level;
2. Knowledge of the Children and Young Persons (Care and Protection) Act 1988 and NSW Child Safe Standards;
3. Demonstrated capacity to develop, implement and manage effective case plans and leaving care case plans for multiple children or young people simultaneously and autonomously;
4. Demonstrated ability to prioritise a high volume of administration work and the day-to-day case management of the young people on your case load while complying with Statutory Care requirements.
5. Comprehensive understanding of trauma and its impact on the development and behaviour of children and young people;
6. Understanding of the complex care needs of children and young people living in Permanency Support and the challenges faced by carers;
7. Demonstrated ability to communicate effectively and empathetically with all relevant stakeholders

Desirable Criteria:

8. Experience working in Child Protection or an out-of-home-care setting.

To apply:

Send your resume and a cover letter addressing the selection criteria to: employment@veritashouse.org.au

Any questions about the role call also be addressed to this email address.

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: www.veritashouse.org.au

Applications close at 9.00 am on Monday 3rd April 2023.

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!

How to apply for this role

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

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation 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 subsequent 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 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 (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. You may choose to use our handy template to assist you. This can be found on the careers page on our website.
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.

Submitting your application

Email your application (by the closing date and time) to: employment@veritashouse.org.au

Position Description

Position Title:	Case Worker
Responsible to:	Team Leader, Permanency Support
Program:	Permanency Support
Location:	Bathurst and / or Orange)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Level 5.1 – 5.4, dependent on experience

Requirements:

- Current unrestricted Driver Licence
- Satisfactory NSW Working with Children Check and Criminal Record Check
- Degree qualification (or a Diploma and working towards a Degree) in a Human Services field
- Current First Aid certificate
- Appropriately vaccinated against COVID-19 (3 doses)

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 Veritas House Permanency Support Service

To provide the highest quality services in NSW, that is consistent with the Veritas House mission and values so that the needs of the children and young people are met.

Primary Objective of the Position

1. To support the placement of children and young people in Foster Care, and provide best practice case management;
2. To promote a positive image of children and young people, by adhering to:
 - a. NSW Children's and Young Person's (Care and Protection) Act 1988;
 - b. NSW Statutory OOHC Standards;
 - c. United Nations Convention on the Rights of the Child;
 - d. NSW Children's and Young Person's Charter of Rights.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure
- Make decisions with case planning practice

Decisions that are made by you after consultation with your Permanency Support Team Leader:

- Finalising case planning documents

Decisions that are referred to your Permanency Support Team Leader:

- All issues that require a sign off / approval from the Team Leader or an Executive member of Veritas House such as psychotropic medications etc
- Issues outside of policy guidelines
- Complaints from children or young people or Foster Carers
- Requests for new business from funding bodies
- Complaints from funding bodies
- Offering new Foster Carer contracts.

Key external contacts:

- Children and young people
- Birth Families
- Foster Carers
- DCJ
- Funded Service Providers
- A range of specialists - which may support behaviour, nutrition, disability, education, health and wellbeing etc.

Position-Specific Roles and Responsibilities

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 the decision making and practices.
- Ensure that due process has occurred in the selection of and the transition of children or young people into Foster care.
- Adhere to all child protection policies and procedures.
- Complete all required physical and electronic documentary evidence of quality casework and efficient provision of services.

1. Ensure the child or young person's views are considered as part of 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, which includes; the choice of placements, development of the case plan and contact with birth family.
 - Assist the child or young person in developing their capacity to participate in collaborative, structured decision making processes.
 - Contact child or young person within 24 hours of placement by phone and face to face within 7 days.
 - Provide pathways for clients to access independent advocacy services where required.

2. Develop, implement and manage high quality case plans
 - Where Veritas House has case management, the Case Worker will 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, the Case Worker will:
 - 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 leaving care case plans

3. Establish, maintain and strengthen relationships with Foster Carers and family
 - Obtain and maintain current contact details for all Foster Carers;
 - Obtain and maintain appropriate, 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.
 - Staff will actively promote, support and participate in positive contact between child or young person and birth family;
 - Feedback to the Team Leader any Carer training requirements and appraisal issues;
 - Link carers to support groups, internal and external.

4. Be part of the after-hours on call team to attend to phone enquiries from direct care staff and Foster Carers.

5. Maintain the privacy and confidentiality of sensitive information on children and young people including; personal, educational, medical & financial information.

6. Provide written and verbal reports as required, and corrective action reports arising from Internal/External audits are corrected within time frames

7. Attend staff meetings, case conference meetings and funding body meetings.

8. Maintain Foster Carer allowance within budget and maintain timely payments to Foster Carers in conjunction with Finance Department

9. From time to time travel will be required to meet with Foster carers and children and young people outside of normal hours.
10. Ensure a commitment to continual learning, including by attending training.
11. Maintain compliance with NSW Statutory Permanency Support standards, so as to maintain accreditation with the Children's Guardian
12. Participate in local policy and procedure development
13. All complaints are acted on and handled within policy and manager is informed of complaints as soon as possible
14. Report to Community Services all cases of suspected risk of significant harm to children and/or young people and assist in the reporting and investigation of all relevant issues as prescribed by the NSW Ombudsman.

Other Duties and Responsibilities:

Team Participation & Work Management

1. 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 principals;
- 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 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.

Conditions of Employment

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Employment Agreement, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Ethics and Conduct, as amended and as endorsed by the Veritas House Executive 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 an Executive Officer.

Selection Criteria

Essential Criteria:

1. Qualifications in Human Services (Social Work, Welfare, Youth Work, Criminal Justice, Psychology or similar), preferably at Degree or Diploma level);
2. Knowledge of the Children and Young Persons (Care and Protection) Act 1988 and NSW Child Safe Standards;
3. Demonstrated capacity to develop, implement and manage effective case plans and leaving care case plans for multiple children or young people simultaneously and autonomously;
4. Demonstrated ability to prioritise a high volume of administration work and the day-to-day case management of the young people on your case load while complying with Statutory Care requirements.
5. Comprehensive understanding of trauma and its impact on the development and behaviour of children and young people;
6. Understanding of the complex care needs of children and young people living in Permanency Support and the challenges faced by carers;
7. Demonstrated ability to communicate effectively and empathetically with all relevant stakeholders

Desirable Criteria:

8. Experience working in Child Protection or an out-of-home-care setting.