

Case Worker, Permanency Support Full-time, Bathurst

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), Case Work Support Service (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Transitional Care (TC) and 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:

- 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 Worker – Permanency Support

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 DCJ-funded programs.

Case Worker, Permanency Support

- 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

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.

To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Packages on our website: <http://veritashouse.org.au/careers-with-us/>

Applications close at 9.00 am on Wednesday, 1st April 2020

Aboriginal and Torres Strait Islander people are warmly encouraged to apply for all positions, as are those from a CALD background.

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

Position Description

Position Title:	Case Worker
Position Status:	Full-time, Permanent
Responsible to:	Case Work Coordinator, Permanency Support
Program:	Permanency Support
Location:	Bathurst (with travel to the other locations as necessary)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Grade 5 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 Human Services (Social Work, Welfare, Youth Work, Criminal Justice, Psychology or similar)
- Current First Aid certificate

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

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

Primary Objective of the Veritas House Foster Care 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 INTERNAL COMMUNICATION	PURPOSE & FREQUENCY
Case Work Coordinator, Case Workers and Permanency Support team	Meetings – weekly to monthly
KEY EXTERNAL COMMUNICATION	PURPOSE & FREQUENCY
Children & Young People	<ul style="list-style-type: none"> ▪ Developing Person Centred Case plans ▪ Maintaining regular contact ▪ Providing support
DCJ	<ul style="list-style-type: none"> ▪ Transition of existing files ▪ Receiving new clients ▪ Developing case plans
Foster Carers	<ul style="list-style-type: none"> ▪ Assessing new carers in order to provide individualised support ▪ Maintaining regular contact ▪ Providing support ▪ Supporting training and development
Specialists	<ul style="list-style-type: none"> ▪ A range of specialists that may support behaviour, nutrition, disability, education, health and wellbeing

KEY ACCOUNTABILITIES		
KEY PERFORMANCE AREA	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATOR
Promote the safety, welfare and well-being of children or young people.	<ul style="list-style-type: none"> ▪ Staff will ensure that the child or young person's safety, welfare and well-being are paramount considerations in the decision making and practices conducted by members of the Permanency Support Team. ▪ Staff will ensure that due process has occurred in the selection of and the transition of children or young people into Foster care. 	<ul style="list-style-type: none"> ▪ Stability of placements ▪ Placement screening and matching records. ▪ Documentary evidence of quality casework and efficient provision of services. ▪ Incident management records. ▪ Reportable conduct records.

	<ul style="list-style-type: none"> ▪ Staff will ensure that all child protection policies and procedures are adhered to. 	
<p>Ensure the child or young person's views are considered as part of all major decisions.</p>	<ul style="list-style-type: none"> ▪ In alignment with the child or young person's age and capacity, Staff will 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. ▪ Staff will assist the child or young person in developing their capacity to participate in collaborative, structured decision making processes. ▪ Staff will 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 and face to face within 7 days. ▪ Provide pathways for clients to access independent advocacy services where required. 	<ul style="list-style-type: none"> ▪ Placement screening and matching records. ▪ Case planning records. ▪ Monitoring Meeting records. ▪ Children's Guardian Case File Audit results. ▪ Complies with Policy
<p>Develop, implement and manage high quality case plans</p>	<ul style="list-style-type: none"> ▪ Where Veritas House Foster Care Services 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: <ul style="list-style-type: none"> ○ 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; 	<ul style="list-style-type: none"> ▪ Case plans that are fully compliant with Permanency Support Standards and Veritas House policy and procedure; ▪ Monitoring Meeting records that are fully compliant with Veritas House policy and procedure; ▪ Leaving Care action plans for young people 15 years and older; ▪ Children's Guardian Case File Audit records; ▪ Community Services Performance Management Framework outcomes.

	<ul style="list-style-type: none"> ○ Ensure that all young people 15 years or older and preparing to leave Permanency Support have specialist exit plans. 	
Establish, maintain and strengthen relationships with Foster Carers and family	<ul style="list-style-type: none"> ▪ Staff will obtain and maintain current contact details for all Foster Carers; ▪ Staff will 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. 	<ul style="list-style-type: none"> ▪ Current contact details for Foster Carers on Veritas House database; ▪ Evidence of placement information being discussed; Evidence of Foster Carer and birth family and significant others receiving progress and development information; ▪ Children's Guardian Case File Audit results; ▪ Community Services Performance Management Framework outcomes.
On Call	<ul style="list-style-type: none"> ▪ Be part of the after-hours on call team to attend to phone enquiries from direct care staff and Foster Carers. 	<ul style="list-style-type: none"> ▪ Nil complaints from Carers
Privacy & Confidentiality	<ul style="list-style-type: none"> ▪ Maintaining the privacy and confidentiality of sensitive information on children and young people including; personal, educational, medical & financial information. ▪ Refer to the Permanency Support Team Leader any external requests for information from an unknown source. 	<ul style="list-style-type: none"> ▪ Nil complaints from Carers
Written & Verbal Reports	<ul style="list-style-type: none"> ▪ Reports to Permanency Support Team Leader ▪ WH&S incident & injury reports to Permanency Support Team Leader ▪ Corrective action reports arising from Internal/External audits are corrected within time frames 	<ul style="list-style-type: none"> ▪ Reports sent monthly. Emails as required ▪ Accurate & Timely ▪ Timely & meets policy
Meetings	<ul style="list-style-type: none"> ▪ Attend staff meetings ▪ Attend case conference meetings ▪ Attend funding body meetings 	<ul style="list-style-type: none"> ▪ 90% attendance ▪ 90% attendance ▪ 90% attendance
Financial Management	<ul style="list-style-type: none"> ▪ Maintain Foster Carer allowance within budget; ▪ Maintain timely payments to Foster Carers in conjunction with Finance Department 	<ul style="list-style-type: none"> ▪ Keep within budget; ▪ Nil complaints from Carers
Travel	<ul style="list-style-type: none"> ▪ From time to time travel will be required to meet with Foster carers and children and young people outside of normal hours; ▪ Travel for training will be required at times 	<ul style="list-style-type: none"> ▪ Nil issues from Foster Carer or children and young people; ▪ Full attendance at training
Training	<ul style="list-style-type: none"> ▪ Attend any training (internal and external) as directed ▪ Commitment to continual learning 	<ul style="list-style-type: none"> ▪ Successful completion of training courses both internal and external

		<ul style="list-style-type: none"> ▪ Applied knowledge and skills in the workplace
Quality Assurance	<ul style="list-style-type: none"> ▪ Maintain compliance with NSW Statutory Permanency Support standards, so as to maintain accreditation with the Children's Guardian 	<ul style="list-style-type: none"> ▪ Work with the Children's Guardian to maintain status
Policy Development	<ul style="list-style-type: none"> ▪ Participate in local policy and procedure development 	<ul style="list-style-type: none"> ▪ Demonstrates operational knowledge and contribution to policy development
Complaints	<ul style="list-style-type: none"> ▪ All complaints are acted on and handled within policy ▪ Manager is informed of complaints as soon as possible 	<ul style="list-style-type: none"> ▪ Complaints policy and procedure are followed

Other Duties and Responsibilities:

1. 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.

2. 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;
- Support connections to family, culture and community;
- Support culturally appropriate case work practice.

3. Accountability

- Accept professional line management from the Permanency Support Coordinator;
- Maintain client records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House including KTS, Mandatory Reporting and WHS;
- Attend team meetings as requested;
- 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.

4. Child Protection

- 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.

5. 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;
- Maintain and ensure strict confidentiality;
- 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 Crisis Accommodation Worker's legal responsibilities for reporting children at risk.

6. **Health, 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 Team Leader 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.

7. **Other Organisational Requirements**

- 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 Team Leader 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.

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 Staff 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.

SELECTION CRITERIA

Case Worker, Permanency Support

Essential Criteria:

1. Qualifications in Human Services (Social Work, Welfare, Youth Work, Criminal Justice, Psychology or similar), preferably at Degree or Diploma level);
2. Demonstrated capacity to work autonomously to develop, implement and manage effective case plans for multiple children or young people simultaneously;
3. Comprehensive understanding of trauma and its impact on the development and behaviour of children;
4. Understanding of the complex care needs of children and young people living in Permanency Support and the challenges faced by carers;
5. Knowledge of the Children and Young Persons (Care and Protection) Act 1988 and NSW Permanency Support Standards;
6. Demonstrated ability to prepare high-quality reports, maintain accurate records and use computer based technologies for administrative practices;

Desirable Criteria:

7. Knowledge of Shared Lives and Step by Step Foster Carer Assessment training;
8. Experience working in Child Protection or an out-of-home-care setting.