

IMPACT Community Services Position Description



JOB CODE: 04.004.02
JOB TITLE: Case Worker
PROGRAM/SECTION: Personal Helpers and Mentors Program (PHaMs)
REPORTS TO: Manager (Social Services)
AWARD: Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION: Level 2
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we? As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

What is our vision? To lead the community in pioneering improved life opportunities

What is our mission? Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values?
 What do we expect from our staff and what do our clients expect from us?

Trust we are honest, accountable to our community and transparent in our actions

Empowerment in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

Relevance we serve our community’s needs through a contemporary individual choice based approach to community service

Compassion we are caring and understanding in our support of people in our community

Inclusiveness we believe that diversity in our community makes us stronger and provide equal opportunity to all





- Understanding of case management practices and ability to work in a strengths-based recovery framework
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Demonstrated skills in mediation and advocacy
- Highly developed communication skills including crisis communication
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Demonstrated ability to prioritise workload
- Sound administration skills
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines

Desirable

- Knowledge of and established contacts with other mental health and community service providers within the local community
- Experience with facilitating small group workshops with either an educational or practical content

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for Case Worker – Personal Helpers and Mentors Program (PHaMs). I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

/ / 2018

DATE

