Sora
Community Services

Information Pack

Children's Contact Service Case Worker
49 hours per fortnight

Sora Community Services (Sora) is looking for a Children's Contact Service Case Worker to work with the Coordinator and the Manager to provide children with the opportunity of reestablishing or maintaining a meaningful relationship with both parents, and other significant persons in their life, where considered safe to do so.

Please note many of the contacts take place over the weekend so your ability to work on a Saturday and Sunday is essential.

All staff are valued and respected and are presented with genuine opportunities to develop to their full potential. Sora also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at a rate of between $46.70 and $50.25 per hour dependent on relevant skills and experience. In addition, salary packaging benefits are available for Sora staff, where you can package up to $15,900 tax- free per annum.

Included in the package you will find:

- The Job/Position Description including the Program and Position Objectives and the Competencies and Outcomes required for the role.

Please return your application to:

Human Resources
Sora
P.O. Box 1088
TAMWORTH NSW 2340
or via email to: applications@sora.org.au

Please ensure that you include the following in your application(s):

- Your up-to-date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you will meet the Program and Position Objectives as listed in the position description for this role.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are committed to building a culturally safe and inclusive workplace and value the knowledge, perspectives and lived experiences First Nations people bring to our organisation.

Applications close when the position is filled.

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Position Description		
1.	**Position Title**	Case Worker
2.	**Service**	Early Intervention Family Support
3.	**Program**	Children Contact Services (CCS)
4.	**Location**	Tamworth
5.	**Reporting Manager/ Team Leader**	CCS Co-ordinator/ Early Intervention Family Support Manager
6.	**Relevant Award(s)**	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7.	**Classification**	Social and community services employee, Level 4
8.	**Position Terms**	Permanent part-time
9.	**Probationary Period**	6 months

Criteria and Competencies

Essential:

I. Tertiary qualification in related discipline, or Associate Diploma with relevant experience or Diploma with extensive experience.
II. Demonstrated ability to use initiative be self-directed and work as part of a team.
III. Demonstrated knowledge & understanding of the developmental needs of children & young people;
IV. Demonstrated knowledge of age appropriate activity programming relevant to children & young people engaged in contact with their non-custodial parent/carer.
V. Sound communication skills both written & verbal.
VI. Demonstrated understanding of children's contact issues, the effects of abuse, neglect & family violence upon children & their carers;
VII. Demonstrated ability to think and act clearly in challenging situations, to ensure the safety and well-being of a child/ren.
VIII. Demonstrated conflict resolution and negotiation skills
IX. Demonstrated experience in case management.
X. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and Non-English-speaking backgrounds.
XI. Understanding of child protection and mandatory reporting requirements.
XII. Hold a current First Aid Certificate.
XIII. Driver's Licence
XIV. Registered and comprehensively insured motor vehicle.
XV. Working with Children Check employee number

Desirable:

I. An understanding of the Sora Programs
II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines
III. Understanding of the demographics and relevant issues within the geographical area of the program.

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Organisation Objectives

Sora is a "for purpose", community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.
Sora comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of Sora is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Purpose
To build safer, stronger communities through inclusive pathways to opportunity

Vision
Thriving Communities, Endless Possibilities

Values
Sora is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

Program & Position Objectives

This position is located within the Children's Contact Service (CCS), servicing the local region. The key goal of CCS is to assist separated families to move, where possible and it is considered safe to do so, to self-management of contact arrangements, ensuring the children's best interests are central to the contact process.
The overall objective for CCS's is to provide children with the opportunity to re-establish or maintain a meaningful relationship with both parents, and other significant persons in their life.
Caseworkers will:
Directly support, supervise, observe and monitor all interactions between children and their non-custodian parent, and intervene when the safety, health & welfare of the child may be a concern.

- Be an impartial observer, not aligned with either parent;
- Respond to conflict as per CCS "Guiding Principles Framework for Good Practice".
- Understand the impact of Domestic & Family Violence, as per DVNSW Good Practice Guidelines.
- Provide case management through action plans and regular case reviews.
- Conduct other assessments where necessary e.g. The Trauma Expression and Connection Assessment (TECA).
- Ensure the CCS service is delivered through a Trauma-informed, child centred approach.
- Effectively communicate with the CCS Coordinator.

Workers will also undertake other activities or duties as required to ensure the smooth operation of the office and/or program, and as directed by the coordinator/manager.

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Key Competencies	• Build and maintain a professional rapport with each service program within Sora • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998]; • Prioritise to achieve the objectives of Sora and the objectives of each program; • Provide appropriate communication based on the audience receiving; • Follow processes and systems to maintain accurate records.	As per Sora policies and procedures
Responsibilities	To contribute to the operational objectives of the work area, a position at this level may include some of the following: • Undertake responsibility for various activities in a specialised area; • Exercise responsibility for a function within the organisation; • Allow the scope for exercising initiative in the application of established work procedures; • Assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole r responsibility of such an employee within the workplace; • Provide administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work; • Assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee; • Proficient in the operation of applicable computer programs; Supervise a limited number of lower classified employees or volunteers; • Allow the scope for exercising initiative in the application of established work procedures; • Deliver single stream training programs; • Co-ordinate elementary service programs; • Provide assistance to senior employees;	As required

Position Specific Function		
Key Performance Area	• **Expected Outcomes**	**Key Performance Indicator/s**
	Where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following: • Undertake some minor phase of a broad or more complex assignment; • Perform duties of a specialised nature; • Provide a range of information services; • Plan and co-ordinate elementary community-based projects or programs; • Perform moderately complex functions including social planning, demographic analysis, survey design and analysis.	
Workplace Standards	• Comply with the Quality Improvement Policy; • Promote and demonstrate a commitment to continuous improvement across Sora • Understand and comply with Sora policies, procedures and workplace standards; • Maintain and ensure privacy and confidentiality; • Take active responsibility for your own well being in the workplace and gain assistance if required; • Use Sora resources efficiently and effectively and treat them with due care; • Advise your manager of any obligations in relation • to secondary employment; • Report any improper conduct; • Assist in the general maintenance, cleanliness and presentation of workplace facilities.	As per Sora policies and procedures
Skills, knowledge, experience, qualifications and/or training	• Sound skills in oral and written communication with clients and other members of the public; • Thorough knowledge of work activities performed within the workplace; • Sound knowledge of procedural/operational methods of the workplace; • Sound knowledge of procedural/operational methods of the workplace; • May utilise limited professional or specialised knowledge; • Working knowledge of statutory requirements relevant to the workplace; • Ability to apply computing concepts.	As required

Position Specific Function		
Key Performance Area	• **Expected Outcomes**	**Key Performance Indicator/s**
Organisational relationships	• Graduates work under direct supervision • Works under general supervision except where this level of supervision is not required by the nature of the responsibilities undertaken (see Responsibilities above); • Operate as member of a team; • Supervision of other employees.	As required
Finance and Administration	• Accurately and objectively report feedback; • Ensure completion of timesheets and have them sent through to the Coordinator daily; • Ensure all appropriate receipts and travel claims are sent through with time sheets.	As per Sora policies and procedures
Professional Development	• Actively participate in 1:1/supervision; • Assist management to identify employee's own professional development needs; • Attend relevant professional development opportunities in order to fulfil your role; • Participate in cultural competencies, training and activities; • Where required, provide in-house training to other Sora staff at the completion of training attended outside the service; • Actively participate in a service evaluation and staff appraisals, review of job descriptions; • Attend relevant meetings in relation to your role	Successful completion training courses Applied knowledge and skills in the workforce
Safety & Risk Management	• Take reasonable care of your own health and safety; • Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; • Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist Sora to comply with the Work Health and Safety Act; • Raise any concerns in relation to WHS with your Health and Safety Representative or Manager • Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately; • Report to work in a fit and proper condition, so that you are able to competently undertake your duties.	As per Sora policies and procedures

Position Specific Function		
Key Performance Area	• **Expected Outcomes**	**Key Performance Indicator/s**
Client Safety & Child Protection	• Provide a safe, comfortable physical environment for clients and their children; • As a mandatory reporter you have a legal obligation to report to the NSW Child Protection Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; • Report any misconduct committed by staff against a person under 18 years; • Ensure that your actions do not expose clients or children to harm; • Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
Professionalism and Conduct	• Work as part of a team in delivering quality outcomes for Sora; • Maintain professional relationships with Sora program, Funding Body/s, community at large and all relevant stakeholders.	As per Sora policies and procedures
Complaints	• All complaints are acted on and handled within policy; • Manager is aware of complaints immediately.	As per Sora policies and procedures

Extent of Authority
• Act within policy and procedure; • Graduates receive instructions on the broader aspects of the work; • Freedom to act within defined established practices; • Problems can usually be solved by reference to procedures, documented methods and instructions; • Assistance is available when problems occur.

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Decisions that are Referred to your Manager
• All issues that require a sign off/approval from the Children's Contact Service Coordinator or Manager or those with the delegation of authority to do so; • Issues outside of policy guidelines; • Complaints from families or service providers; • Requests for new business from Funding Bodies; • Complaints from Funding Bodies.

Conditions of Employment:
All Sora workers are bound by the terms and conditions contained in the Sora Letter of Engagement, the Position Description, the relevant Industrial Award(s), Sora Policies, Procedures and the Sora Code of Conduct, as amended and as endorsed by the Sora Board from time to time. It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name