

# Case Worker

Bobby Goldsmith

Foundation

## Position Description

Effective: 16 June 2020

<b>Position Title:</b>	Case Worker
<b>Reports to:</b>	Case Worker/Manager Team Leader
<b>Authorised by and date:</b>	CEO, June 2020
<b>Classification level:</b>	SCHCADS Award, Level 4
<b>Roles reporting to this one:</b>	Nil
<b>Appointment Status:</b>	Permanent full-time being 76hrs per fortnight (1 FTE)
<b>Position Purpose</b>	<p>The Case Worker is a core member of BGF's Client Services team. The position exists to support clients with the many issues they present with, either through provision of BGF services or by way of referral.</p> <p>The Case Worker has responsibility for:</p> <ul style="list-style-type: none"><li>• Client Support and Coordination;</li><li>• Operational Tasks;</li><li>• Partner Relationships;</li><li>• Other Projects and Responsibilities.</li></ul>
<b>Client Support and Coordination</b>	<ul style="list-style-type: none"><li>• Manage a case-load of clients, including discussing client needs and issues with them, establishing goals, supporting them to access BGF services and referring them on to relevant external service providers as appropriate.</li><li>• Prepare, implement, monitor and evaluate Individual Service Plans (ISP) that reflect BGF's care and support programs.</li><li>• Fully utilise the preferred BGF tool to measure and evaluate the client's quality of life at the prescribed intervals, and incorporate the results into the client's ISP.</li><li>• Work in collaboration with the whole of the Client Services (CS) Team using coordination skills to provide holistic support for the client accessing BGF.</li><li>• Perform a leading role to ensure that BGF's support services are discussed with clients in their case load, and where appropriate are recommended to meet the client's changing needs.</li><li>• Take a lead role in ensuring that all eligible clients are referred to relevant internal support services specifically Community Support, Programs and Financial Counselling, and support them to engage.</li><li>• Fully exercise coordination skills to support the client to be referred to and access external service providers as appropriate.</li><li>• Ensure that crises/emergency situations are managed in accordance with BGF's Critical Incident Policy.</li></ul>
<b>Operational Tasks</b>	<ul style="list-style-type: none"><li>• Establish, update and maintain client records and files so that client needs are efficiently and effectively handled, ensuring file notes and statistics are available on a daily basis, and information is up to date and accessible when out of the office.</li></ul>

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	<ul style="list-style-type: none"> <li>• Undertake outreach visits to remote and regional NSW to meet clients, and other service providers and stakeholders, as required from time to time.</li> <li>• Ensure all clients in their case-load are being supported in accordance with BGF's Case Worker guidelines as well as BGF's Financial Assistance guidelines as and when they apply.</li> <li>• Cover for other team members from time to time, as required or directed.</li> <li>• Responsible for own day to day administration e.g. travel, correspondence, appointments.</li> <li>• Contribute to budget preparation and to monthly, quarterly and annual reporting.</li> <li>• Contribute to policy and guidelines development and participate in their review where they specifically relate to clients and impact your role as Case Worker, where applicable.</li> </ul>
<p><b>Partner Relationships</b></p>	<ul style="list-style-type: none"> <li>• Build and maintain effective working relationships with internal and external stakeholders, including attending meetings, taking notes and reporting back.</li> <li>• Work collaboratively with CS Team members to proactively find solutions, evaluate how best to meet the needs of the clients and support their journey in accessing BGF services.</li> <li>• Work collaboratively with external stakeholders that include Allied Health services, NSW Health clinical services, and organisations involved in providing NDIS and My Aged Care support services.</li> <li>• Take the lead role in representing BGF at client meetings that include NDIS/My Aged Care meetings, case conferences and interagency meetings as required. Ensure that required assessments and records of these meetings are kept within the BGF recording system and appropriate internal staff members are kept informed of client progress as appropriate.</li> <li>• Work collaboratively with other projects that BGF may become involved with over time and dependent on funding opportunities.</li> </ul>
<p><b>Other Projects</b></p>	<ul style="list-style-type: none"> <li>• Undertake other duties as required by management (commensurate with one's skill level) to assist the organisation achieve its goals.</li> <li>• Support BGF to reflect on these projects and advise where appropriate.</li> </ul>
<p><b>Other Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Support other team members, students and volunteers as required, in particular new recruits to the CS team.</li> </ul>

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	<ul style="list-style-type: none"><li>• Participate fully in all supervision sessions, as well as in organisational planning, professional developmental and consultative activities.</li><li>• Actively participate in all CS team meetings, staff meetings and other internal meetings as required.</li><li>• Perform all other reasonable duties as assigned by your Manager from time to time.</li></ul>
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### Selection Criteria

<b>Qualifications (Essential)</b>	<ul style="list-style-type: none"><li>• Minimum of a tertiary qualification in Social Work or Community Services/Allied Health.</li></ul>
<b>Skills (Essential)</b>	<ul style="list-style-type: none"><li>• Excellent communication, interpersonal and technology skills.</li><li>• Excellent time-management skills.</li><li>• Ability and willingness to undertake intra-state travel from time to time.</li><li>• Capacity and willingness to be deployed to handle emergencies at short notice.</li><li>• Demonstrated ability to remain calm and effective in crisis situations.</li><li>• Demonstrated ability to work autonomously as well as a part of a multi-disciplinary team.</li><li>• Fluency in English, both written and spoken formats.</li></ul>
<b>Experience (Essential)</b>	<ul style="list-style-type: none"><li>• Experience in and ability to develop service plans with clients in order to assess needs, identify resources and support strategies and evaluate outcomes.</li><li>• Demonstrated experience working with people with complex needs and capacity to handle clients in moments of crisis using appropriate communication and critical interventions.</li><li>• Demonstrated understanding of the range of existing and potential health, psycho-social and economic issues for people living with HIV, both now and into the future.</li><li>• An excellent understanding of and demonstrated experience in utilising and maintaining appropriate and professional boundaries with clients.</li></ul>
<b>Desirable Criteria</b>	<ul style="list-style-type: none"><li>• A knowledge and understanding of working in partnership with local organisations, particularly in regards to disabilities and aged care.</li><li>• Understanding of working with not-for-profit agencies.</li><li>• An understanding and commitment to helping vulnerable members of society.</li><li>• An understanding of and willingness to identify organisational risks and bring them to the attention of senior management.</li><li>• An understanding of and willingness to comply with all Work, Health and Safety practices.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Personal values align closely with those of BGF's</li><li>• Leadership – being held fully accountable for your performance and your output</li><li>• Energetic, positive attitude with an outgoing personality</li><li>• Self-motivated, highly organised and time efficient</li><li>• Team oriented and highly collaborative, however focused and deadline driven when required</li></ul>

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	<ul style="list-style-type: none"><li>• Valid, unencumbered driver's license in NSW</li></ul>
<b>Package</b>	<ul style="list-style-type: none"><li>• Tenured role</li><li>• Annual salary dependent upon experience and skills</li><li>• Superannuation contribution of 9.5% paid by BGF</li><li>• Salary packaging available</li><li>• 76 hour working fortnight</li><li>• 20 days annual leave per annum with 17.5% leave loading</li><li>• 6 month probationary period</li><li>• Mobile phone provided</li><li>• Based in Surry Hills, Sydney, NSW</li></ul>