

## POSITION DESCRIPTION

<b>Position Title</b>	Case Worker
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Salary</b>	Remuneration is in accordance with the above award and dependent on qualifications and experience.
<b>Salary Packaging</b>	Salary Packaging is offered with this position.
<b>Employment Status</b>	Full-time
<b>Strongly Recommended</b>	<ul style="list-style-type: none"> <li>Obtain full COVID-19 vaccination, unless certified to be exempt by a certified health professional.</li> <li>Fully influenza vaccinated and remain vaccinated annually for the duration of employment</li> </ul>
<b>Position reports to</b>	Client and Community Services Coordinator.
<b>Location</b>	7 Union Street Brunswick 3056

### Organisation Background

PRONIA, meaning, “to provide” is an established community services agency with a rich 50-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family and children’s programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual’s capacity and build community capital.

#### Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

#### Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services, which support our clients including advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.

## Role Purpose

The position comprises of the following key components: Direct one to one response, group work and community work. The direct client work provides an entry point assessment and response to community members, primarily aged over 65 years, for a range of issues including crisis support. The position supports and facilitates health and wellbeing groups and works with the general community to provide information and awareness sessions. The position has a key role in identifying current and emerging issues within the community.

The position works within a multi-disciplinary team, which includes services such as Family Violence Awareness and Prevention, Ageing and Support, Settlement Services, Counselling, Health & Social Support Groups, Carer Support, Community Information and Awareness sessions.

Elements of the job may change depending on service demand and funding opportunities The successful applicant may be required to work across Brunswick and Oakleigh offices and have direct contact with the public in line with government health directions.

## Key Responsibilities

### Direct Client Work

- Provide generic casework support, to community members on issues such as relationships, ageing, health and wellbeing, family violence, accommodation, entitlements and services, etc., including crisis support.
- Support and advocate for people with ageing care needs and their carers and families to access relevant information, services and programs at local, state and commonwealth levels.
- Empower clients to make informed decisions about their wellbeing, health and care needs and increase access to relevant supports.
- Advocate on behalf of individuals or as a cohort, to enhance access to services, increase resources and addresses barriers experienced by the community.
- Advocate, liaise and consult with external health and welfare providers to achieve client outcome, enhance access to services and to increase resource allocation.
- Complete and maintain client records and data in line with organizational and funding requirements.

### Group Facilitation

- Facilitate Greek-speaking health rehabilitation and/or social connections groups with the support of another group facilitator.
- Create opportunities to increase group participation and group content.
- Complete and maintain referral and attendance data records as required by organization and funding body.

### Community Support

- Establish opportunities for the community to be informed and to raise their awareness on important health, social, legal and wellbeing issues.

- Support community groups to access information and relevant services to identify and meet the needs of their members.

### **Service Development**

- Identify key issues, themes, trends and emerging issues that affect the target group and contribute to ongoing programmatic and organizational sustainability and improvements.
- Maintain service relevance through the regular review of services through consumer feedback and communication with partner organizations.
- Meet accountability requirements such as entry of data on required data systems relevant to program areas and preparation of monthly reports to the Manager detailing activities and issues.
- Implement and maintain the specific work plan to ensure that Key Performance Indicators and Targets are met according to funding body requirements.
- Attend monthly staff meetings, fortnightly intake /reflective meetings and other relevant internal and external meetings in consultation with Coordinator.
- Undertake activities as required aimed to promote the organization and enhance service delivery to the wider community.
- Actively participate in professional development training opportunities.

### **Safeguarding our Employees**

At PRONIA, we recognise that family violence is a gendered issue which is evident across the life span, is a complex and serious community issue, embedded in all types of care relationships, regardless of age, gender, sexual orientation, culture, religious beliefs and socio economic status. Family Violence (and Elder Abuse) have immediate and long-term impacts on the physical, psychological and social health and wellbeing of those affected which includes adults and children.

PRONIA takes supporting employees impacted by Family & Domestic Violence seriously, therefore:

1. We offer employees impacted by family & domestic violence, 10 days paid leave annually (non-cumulative)
2. We will ensure all details are kept confidential
3. If required we will develop and action workplace safety planning strategies
4. We will provide referrals to appropriate support services
5. We will provide specialised training for nominated persons
6. All employees impacted family & domestic violence will also have access to be able to access flexible working arrangements, annual leave, personal leave, long service leave as necessary
7. All employees will be protected against discrimination as a result of disclosure, experience or perceived experience of DV.

By respecting the decisions of the service users and offering a range of options, PRONIA professionals have a vital role in ensuring the safety and wellbeing of health needs are met, inclusive of a patient's safety.

## Safeguarding Children and Young People

PRONIA takes child protection seriously, you are required to meet the behaviour standards outlined in our Code of Conduct. All employees receive a copy of the Code of Conduct as part of their induction.

Therefore, as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people;
- Promote the safety and wellbeing of children and young people to whom we provide services;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management;
- Maintain a valid Working with Children Check (if applicable to role); and
- Undergo periodic 'national criminal history record' checks and report any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people

## Mandatory Requirements

- Working with Children Check
- Current Driver Licence and access to vehicle
- National Police Record Check.
- Own IT infrastructure at home to enable work from home capabilities during periods of lockdown or where directed by the business.

## Key Selection Criteria

### 1. Professional Experience

- Suitable tertiary qualifications in Health, Welfare or Human Services Field.
- Minimum 2 years' experience in the social welfare field and/ or demonstrated capacity to use initiative and continual learning
- Fluency in the Greek and English language
- Experience in working with ageing communities
- Experience in the delivery of direct client services including direct client work, group work and community support
- Awareness of the needs of Australian –Greek community and more generally CALD communities
- Proficiency in the use of Microsoft Office, particularly Word and Excel.

## **2. Knowledge and Skills**

- Excellent communication skills including report writing and work plan management.
- Ability to work cooperatively as a team member and use of initiative for self- direction.
- Capacity to work within a work plan and deliver on work outcomes.
- Use of specialist knowledge and expertise to address complex social issues.

## **3. Personal Qualities**

- High level of self-awareness, professionalism and social justice values.
- Demonstrates a sense of corporate responsibility and a commitment to the organization.
- Takes responsibility for decisions, proactively implements work plan and addresses issues.
- Uses available information and exercises good judgement to make sound, timely and well-informed decisions.