

POSITION DESCRIPTION

Organisation:	North East Support and Action for Youth Incorporated
Position Title:	Case Practitioner Transitional Assistance Program
Location:	Wangaratta Office
Hours:	0.8 FTE. Some out of hours work may be required on occasions.
Award:	Social, Community Home Care and Disability Services Industry Award 2010; Level 4. Pay point dependent on qualifications and experience. Salary sacrifice up to 30% of gross salary is available. Leave loading of 17.5% applies.
Accountability:	Community Services Manager
Date:	May 2019

Our Vision:

- Strengthening generations to create sustainable change in our communities

NESAY's Child Safe Standard Statement:

NESAY is committed to promoting and enabling all children and young people to feel safe, have their voices heard, be empowered and have their diversity valued and respected.

At NESAY we do not tolerate any form of child abuse and take all allegations of child abuse seriously and we will respond to any concerns of abuse in an informed manner.

Aims and Objectives:

- To increase NESAY's community profile by being pro-active in recognising and meeting the accommodation and support needs of vulnerable people, and ensuring that appropriate specialist services and options are available to them.
- Strengthening family bonds through support for parents/caregivers and young people through mediation for prevention, repair or orderly separation when break down occurs.
- To develop a competent organisation that provides a safe, quality service to vulnerable people in accordance with appropriate funding bodies, directions and priorities.
- To encourage young people to develop competent social and living skills and individual self-esteem, with a view to promoting a healthy, rewarding and confident approach to life.
- A caring community creating opportunity for all.

NESAY as an organisation:

- NESAY is an incorporated association primarily funded through agreements with the Victorian Department of Human Services, Commonwealth Department of Family and Community Services and Indigenous Affairs
- NESAY is governed by a community elected Board of Governance.
- NESAY is an independent organisation. NESAY has no structural links with churches, institutions or governments.
- NESAY provides a range of services for young people and their families aged 0 - 65 years in The Rural City of Wangaratta, Indigo Shire, Benalla Rural City, Alpine Shire and Mansfield Shire
- NESAY's head office is located in Wangaratta, with an outreach located in Benalla. NESAY provides regular service delivery to Mansfield and other surrounding communities.
- All NESAY team members are required to be committed to continuous improvement activities, comply with legislative requirements and adhere to our code of conduct

General Responsibilities of position

- To provide short to long term support and assistance to families and/or young person as per program funding guidelines
- To provide intensive practical support to families and/or young person to use their own strengths, and address difficulties that are impinging on their wellbeing or functioning. To link into other support services.
- In conjunction with the Senior Practitioner/Manager, to implement and regularly review individual case plans for families and adolescents.
- To participate in case review and support with the Senior Practitioner/Manager, other NESAY workers and other agencies currently working with the young person and/or the family.
- Assist current NESAY young person where possible in the absence of their own case practitioner or appropriate personnel
- Deliver group programs as a co facilitator as required
- To provide an outreach service within our service delivery area
- To advocate for 'at risk' families in a variety of settings e.g. Legal system or education.
- To participate and undertake research projects as required
- Maintain file notes and young person records as per agency policy. Record young person's data as per program guidelines
- Undertake any compulsory training outlined
- To provide a prompt follow up from intake assessment and coordinated response to referral received.
- Ensure that young person's confidentiality and privacy are maintained at all times.
- To develop and build positive relationships/networks with stakeholders and service providers

Team Responsibilities

- To work as part of a multi-disciplinary team, liaising with and referring to other team members and NESAY programs as required.
- To actively participate in staff, team meetings and other agency activities as required
- To participate in policy development and quality assurance activities as required.
- To represent NESAY in local and regional service network meetings.
- And any other duties appropriate to the program as directed by Senior Practitioner/Manager

External Liaison

- Victorian Department of Health and Human Services.
- Beyond Housing Network
- Real Estate Agencies
- Education & Training Institutions.
- Employment Agencies
- Statutory Authorities.
- Health Providers.
- Mental health Providers.
- General Practitioners.
- Other relevant agencies.

Key Selection Criteria

- Hold an appropriate tertiary qualification in community services, welfare, social work, or related social science.
- Demonstrated a high level of communication skills: written (including case notes), verbal and negotiation.
- Demonstrated ability in assessing young people's needs/skills
- Previous experience in youth casework and advocacy
- Proven experience in developing and maintaining good teamwork to foster a positive working environment.
- Ability to optimize organisational resources and to determine priorities.
- High level of computer literacy.
- Current Victorian Driver's license.

All appointments are subject to the successful candidate undergoing a satisfactory Police check clearance and holding a valid Victorian Working with Children's Check.

Acceptance

I acknowledge receipt of, and accept the responsibilities outlined in the Case Practitioner Transitional Assistance Program Position Description.

Transitional Assistance Case Practitioner Name:

Signed:

Date: ___ / ___ / ___

Community Services Manager Name:

Signed:

Date: ___ / ___ / ___