



Hawkesbury Community Outreach Services Inc. (HCOS)

POSITION DESCRIPTION

Position: Child, Youth & Family Caseworker

Employment Status	Permanent Part Time
SCHCADS Level	Dependent on experience
Reporting To	Child Youth & Family Co ordinator

Hours: 20-25 hours per week

Service

Hawkesbury Community Outreach Services Inc. is located in Kurrajong with the spacious grounds of McMahon's Park, the service focuses on the whole community. The service works from a Strengths base solution focus. See our website on <http://www.hcos.org.au/> for an overall service to our community which encompasses the whole of the Hawkesbury. We are managed by a community based management committee.

Focus of Role

The focus of this role is to assist in the design, development, promotion and implementation of Social, Emotional, Resilience and Positive Behavioural programs to Parent and Youth. To plan and facilitate activities afterschool and during the school holiday periods; to provide support; information; referrals and case management for the Child, youth and their families in the Hawkesbury LGA. Delivering parenting programs to parents of 0-8 and 12-18years.

Core Requirements

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Experience and Qualifications</i>	<ul style="list-style-type: none"> • Minimum Diploma in Youth Work, Social Work or related discipline • Minimum 2 years' experience working with youth as stated in the role focus • Enhance knowledge and experience through ongoing professional development. • Is capable across the full range of competencies required at this level of work 	<ul style="list-style-type: none"> • Demonstrated professional understanding and capability • Working independently and in a team as well as collaboratively with partner organisations/services • Empathy and commitment to improve the quality of life for Children, youth and their families

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Leadership / Teamwork</i>	<ul style="list-style-type: none"> • Ability to exercise initiative and judgement where practices and direction are not clearly defined. • Required to set priorities, plan and organise their own work in conjunction with team work plans and priorities • A high level of motivation and sustained discipline to provide a high level of support to other team members and staff. 	<ul style="list-style-type: none"> • Work within statutory requirements, funding contract requirements, NSW Education Department requirements (whilst working in schools), HCOS policies and procedures. • Achieved planned goals and time lines • Show flexibility where necessary to ensure the team at HCOS is working towards the same goals in a collaborative manner.

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<p><i>Interpersonal skills / communication</i></p>	<ul style="list-style-type: none"> • Ability to gain the cooperation of youth, families, staff of schools, other services and organisations • Capability to appropriately deal with correspondence, reports, case notes, enquiries from professional groups and services external to Hawkesbury Community Outreach Services Inc., (HCOS) • Capacity to present service users issues at network meetings and forums in a positive and respectful manner • Capacity to assist others to resolve conflict, to deal with crisis issues and situations, using positive engaging techniques Ability to maintain a network of contacts for the benefit of HCOS. • Effectively collaborate across Hawkesbury HCOS and across the community sector in the Hawkesbury LGA • Ability to prepare and present reports to a high standard. 	<ul style="list-style-type: none"> • Conducive relationships with service users, school staff and other partners, services, organisations and networks • Provide a professional service to other staff and managers of other services/organisations/partners and the general public regarding their inquiries whether by mail, email or face to face. • Communicates effectively and respectfully engaging people positively about the work of HCOS. • Deal with crisis or conflict in a constructive, calm, respectful manner. • When outside skills area, ensure issue is dealt with by more experienced persons • Develop and maintain a network of contacts for easy access to services needed by HCOS. • Accurate case notes and reports to the coordinator.

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<p>Duties</p>	<ul style="list-style-type: none"> • To provide services to Child, youth and families across the LGA of Hawkesbury • To provide programs to young people within schools and partner organisations in relation to many social and lifestyle issues that may negatively affect their personal development and social inclusion in their community and to provide information, support and referrals for youth and their families • Responsible to assist in the administration /development/delivery and evaluation of Child, Youth based programs related to reducing problematic health and social outcomes and focusing on reducing these 'risk' factors and increasing 'protective' factors • Accountable to Family & Community Services (Community Services) Performance Monitoring Frameworks due to this service being a major stakeholder in the funding of Hawkesbury Community Outreach Services Inc. Child, Youth & Family Support Service • Ability to assist in establishing organisation programs and procedures • The capability to assist the team with the development and maintenance of community resource networks, by working collaboratively with key stakeholders, youth related services, schools and young people. • To provide case management as part of TEIP (short term low risk) program delivery requirement • Ability to participate in the production of yearly work plans and to work as part of the team in working to a budget • Qualified DRUMBEAT Facilitator 	<ul style="list-style-type: none"> • Keep Coordinator updated regularly on program/case load status. • Feedback from schools and participants and outcomes achieved • Achievement of FaCS required Service Delivery/Service Spec outcome goals, accurate recording of outcomes and timely reporting of data • Current, updated programs and procedures • Active collaborative networks and partnerships • Use of reflective practice, exit forms and client evaluations. • Team work plan current and budget on target • Current up to date DRUMBEAT Facilitator accreditation or willing to obtain it.

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Continuous Improvement / Quality</i>	<ul style="list-style-type: none"> • Ability to recommend changes to quality procedures and standards that impact across work areas • Ability to identify opportunities for improvement. • Ability to provide advice about areas of work based on experience and knowledge of complex issues 	<ul style="list-style-type: none"> • Recommendations of changes to improve HCOS systems and processes • Resolve problems based on professional knowledge and experience and seek external assistance as needed
<i>Practices / Safety / Standards</i>	<ul style="list-style-type: none"> • Ability to understand and adhere to relevant organisational and industry standards, regulations and policies • Adopt a professional approach to practice 	<ul style="list-style-type: none"> • Ensure compliance to WH&S, Child Protection and Privacy Legislation; adhere to relevant standards, policies and procedures of HCOS including the code of conduct, code of ethics and all relevant government legislation, regulations. • Current Working with Children clearance • Current National Criminal Record clearance • Current First Aid Certificate • Sound knowledge of statutory requirements relevant to industry and keep updated

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Community Engagement /Communication</i>	<ul style="list-style-type: none"> • Ability to research relevant information to meet youth needs • Ability to represent HCOS Child Youth and Family team at Network meetings, forums and Partnership meetings. 	<ul style="list-style-type: none"> • Up to date with the current needs of Youth in the Hawkesbury District • Actively attending collaborative networks and partnerships
<i>Administration /General Office</i>	<ul style="list-style-type: none"> • Ability to carry out general administrative duties, correspondence, calendar entries, case notes, recording of outcomes, recording data. • Able to operate Microsoft programs, use email and internet 	<ul style="list-style-type: none"> • Accurate, up-to date and • timely completion

And any other duties determined by the Management Committee and Manger of the service.

Decision Making Authority

You are responsible for your specific area of work fulfilling your duties with the same work of funding body and legislative requirement and Hawkesbury Community outreach service. Refer to Delegation of Authority Policy. You are directly responsible to the Coordinator and Manager and Management Committee.

Additional Information

Selection Criteria - Essential

- Minimum Diploma in Youth Work, Social Work or related discipline
- Demonstrated experience in delivering youth development programs
- 2 years Case Management experience
- Ability to communicate effectively with children, youth and adults
- Experience dealing with challenging behaviours/situations
- Ability to work independently and in a team as well as collaboratively with partner organisations/services
- Empathy and commitment to improve the quality of life for youth and their families
- Current drivers licence and own car with willingness to use for work purposes
- Current Working with Children clearance prior to commencement
- Current National Criminal Record clearance prior to commencement

Desirable Criteria

- Degree in Youth work, Social Work or relevant discipline
- Knowledge of statutory requirement relevant to the NSW Education Department
- Previous experience of working with youth within schools
- Knowledge of Youth and family issues within the Hawkesbury
- Current First Aid Certificate or willing to obtain one prior to commencement
- Sound knowledge of statutory requirements relevant to the industry
- DRUMBEAT Program Facilitator Qualification or willingness to obtain
- Minimum 3 years' experience working with youth as stated in the role focus

Name:	Name:
	Title: Manager:
Signature:	Signature:
Date:	Date: