



## POSITION PROFILE

**POSITION TITLE: CASE WORKER**

<b>Position Title</b>	Case Worker	<b>Program / Funding Stream</b>	Various
<b>Position Classification</b>	HPCS Level 2	<b>Finance Funding Code</b>	PMC 56 / PMC 40 / PMC 46 / PMC 42
<b>Reports To</b>	Program Coordinator / Manager	<b>Direct Reports</b>	Nil
<b>Program and Role Description</b>	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering comprehensive primary health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. The Wurli Community Services team aims to achieve better outcomes in early intervention, treatment and management of mental health and other social and emotional wellbeing concerns for Aboriginal and Torres Strait Islander people through an integrated approach in a primary health care setting.</p> <p>The Wurli Community Service s stream has a range of programs incorporating culturally safe and holistic intervention, education and treatment, these include:-</p> <ul style="list-style-type: none"> <li>• The Social and Emotional Wellbeing Project</li> <li>• Alcohol and Other Drugs Management Program</li> <li>• Strong indigenous Families (Family and Domestic Violence)</li> <li>• Katherine Individual Support Program; and</li> <li>• Strongbala Justice Program</li> </ul> <p>The Case (Support) Worker role is responsible for providing a culturally sensitive approach and assistance to our clients in order to improve their social and emotional wellbeing. Key components of the role will include assisting individuals, by</p>		

	<p>addressing the obstacles that have impacted on their quality of life as well as providing advocacy and support in accordance with the client's case management plan. This can include assisting clients with linkages to other relevant Wurli services or external services to ensure the individual can access better comprehensive primary health care and support which allow for connection with family and country.</p> <p>A Case (Support) Worker at this level is expected to assist case managers and counsellors provide effective case management, therapeutic services and other relevant services while working in partnership with the client to support them achieve their goals and improve their safety and stability.</p>	
<b>Qualifications</b>	<b>Essential:</b>	Certificate III in Community Services; Certificate III in Aboriginal or Torres Strait Islander Primary Health Care / Certificate III in Population Health or equivalent experience / training or willingness to obtain
	<b>Desired:</b>	Additional support studies such as CHCCSM005 develop, facilitate and review all aspects of case management / or other relevant professional development
<b>Experience</b>	<b>Essential:</b>	Previous experience in a support worker / community engagement officer role in the social / community services sector  Demonstrates an understanding of Aboriginal Culture relevant to Katherine town and local Communities
	<b>Desired:</b>	Previous experience in an Aboriginal Medical Service A level of professional development in mental health services (intervention, education and SEWB support)
<b>Prerequisites</b>	National Police Records Check Working with Children's Clearance Current Northern Territory Driver's License	
<b>Key Result Area</b>	<b>Responsibilities / Activities</b>	<b>Standard Measure</b>
<b>SERVICE DELIVERY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Build and maintains relationships based on trust, support and growth with the clients engaged in the specific community services program</li> <li><input type="checkbox"/> To be a cultural mentor and guide to non-Indigenous team members</li> <li><input type="checkbox"/> In conjunction with the Program Coordinator / Case Manager assist with the preparation and development of case management / personal development program plans</li> </ul>	<ul style="list-style-type: none"> <li>• Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:-</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Work in partnership with the individual client, in assisting them to achieve their goals within the case management framework and support them to follow up on linkages identified with other Wurli-Wurlinjang Health Services and other community services as identified</li> <li><input type="checkbox"/> Provide effective support to specific individuals needs including meeting with program participants as required to regularly review progress and adjust plans as necessary</li> <li><input type="checkbox"/> Assist with assessment of potential referrals, intake processes and any 'walk in' traffic</li> <li><input type="checkbox"/> Manage participants behaviour in line with the program requirements and Wurli organisation policy</li> <li><input type="checkbox"/> Provide transportation services and liaison services for clients as required</li> <li><input type="checkbox"/> Deliver personal development program, health promotion and health education messages and strategies in relation to the needs of the program</li> <li><input type="checkbox"/> Actively partake in community development initiatives, this may include but is not limited to:- <ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare resource material</li> <li><input type="checkbox"/> Arrange and coordinate community events / visits</li> <li><input type="checkbox"/> Arrange and coordinate school education events</li> <li><input type="checkbox"/> Promote events</li> <li><input type="checkbox"/> Deliver / Facilitate education and awareness sessions as required</li> </ul> </li> <li><input type="checkbox"/> Participate in the collaborative case management meetings</li> <li><input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Client encounter meet targets / requirement of the program</li> <li><input type="checkbox"/> Client progress is monitored, followed up and record in a timely and accurate manner</li> <li><input type="checkbox"/> Completion of allocated personal development program / health promotion, education and community activities</li> <li><input type="checkbox"/> Confidentiality and privacy principles adhered to</li> <li><input type="checkbox"/> Delivery of services in a culturally safe and appropriate manner</li> <li><input type="checkbox"/> Actively participate in broader team initiatives</li> </ul>
<p><b>PROGRAM DEVELOPMENT, NETWORKING &amp; LIAISON</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Work within organisational and program policies to ensure a high standard of service delivery</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Active involvement and contribution to networking, advocacy, monitoring and evaluation of the program</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish and maintain community engagement and consultation in relation to the program/ service area allocated</li> <li><input type="checkbox"/> Provide advocacy and support for issues impacting client as identified</li> <li><input type="checkbox"/> Actively promote the program</li> <li><input type="checkbox"/> Participate in program evaluations as required</li> </ul>	
<b>TEAM SUPPORT / SUPERVISION</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Actively participate and contribute to team meetings</li> <li><input type="checkbox"/> Maintain effective working relationships with the Program / Service area team to ensure effective service delivery</li> <li><input type="checkbox"/> Participate in the performance review process and commit to own self development and competency acquisition</li> </ul>	<ul style="list-style-type: none"> <li>• Co-operative and professional working relationships are developed and maintained</li> <li>• Professional development in case management / support services undertaken</li> </ul>
<b>ADMINISTRATION &amp; REPORTING</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that client notes are comprehensive, up to date and entered into Communicare on a daily basis.</li> <li><input type="checkbox"/> Maintain all other necessary documentation to ensure that service user files and written information is up-to-date, complete and consistent with program standards,</li> <li><input type="checkbox"/> Assist with other administrative tasks, including promotional and educational material as required</li> </ul>	<ul style="list-style-type: none"> <li>• All client records are accurate and comply with protocols and standards.</li> <li>• Other administrative tasks are completed in a timely manner and to standards required</li> </ul>
<b>WORKPLACE HEALTH &amp; SAFETY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace</li> <li><input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</li> <li><input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework</li> <li><input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to Risk Management and WH&amp;S Policy and Procedures at all times</li> <li>• Follow protocols for client visits</li> <li>• Report any concerns regarding safety of self or client</li> </ul>
<b>CORPORATE IDENTITY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Promotes and embodies Wurli's vision and values</li> <li><input type="checkbox"/> Act as a role model for staff and clients</li> <li><input type="checkbox"/> Act in accordance with Wurli's Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service</li> </ul>

Personal Characteristics / Qualities	Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> <li>• Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus</li> <li>• Presents a personal image and demeanor that promotes credibility and is appropriate to work setting and role</li> <li>• Treats others with dignity &amp; respect</li> <li>• Is proactive and self-motivated</li> <li>• Sound time management skills with a pro-active approach to timely follow up and completion of tasks.</li> <li>• Encourages and cooperates with others to achieve common goals</li> <li>• Ability to cope with conflicting pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures</li> <li>• Demonstrated knowledge and understanding of issues effecting indigenous people in Katherine and surrounding communities</li> <li>• Demonstrated understanding of social and community support services and linked services relevant to Wurli program delivery.</li> <li>• Provides appropriate level of support to client within boundaries and limits of own role and capabilities</li> <li>• Maintains awareness of own skills strengths and gaps</li> <li>• Ability to facilitate individual and group education and support sessions</li> <li>• Basic computer skills including the ability to use MS Office Suite (including Outlook) and Communicare or equivalent systems.</li> <li>• Sound written, communication (bilingual preferred) and listening skills</li> </ul>

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