



Title	Adolescent and Family Case Worker
Reports to	Manager- Safety & Resilience NSW
Direct Reports	Nil
Last Updated	January 2019
Good Shepherd Australia New Zealand (GSANZ)	
<p>The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.</p> <p>Our Safety & Resilience services are delivered across Victoria and New South Wales and include integrated family services (including Child FIRST), a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.</p>	
Role Purpose	
<p>The RISE (Resilience, Independence, Support, and Engagement) is an early intervention program that supports young people (aged 12-17) to remain engaged in education. The RISE team works closely with local schools to help identify and address risk factors that may impact a young person's education and personal wellbeing. Understanding and working through these issues at an early stage is key to helping young people build resilience, confidence and coping strategies so they can reach their full potential.</p> <p>The RISE Adolescent and Family Case Worker provides in-school group workshops and individual case management to young people showing early signs of disengagement from school, for example low attendance or social isolation.</p>	
Qualifications and Mandatory Requirements	
<ul style="list-style-type: none">• Relevant tertiary qualification in social work, psychology, welfare studies at a degree level• Experience in facilitating groups• Demonstrated experience in case management and casework including the ability to carry out intake, assessment and make recommendations on service response• Demonstrated experience working from a competency/strengths based solution-focused framework with adolescents and families presenting with complex needs and behaviours (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or Indigenous backgrounds.• Excellent verbal, written and interpersonal communication skills• Knowledge of developmental stages of adolescence and its effects on their behaviour• A current non-provisional driver's licence.	

Responsibilities

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Provide, to adolescents and their families with complex needs and behaviours, effective case management and support incorporating assessments and a practical support plan with a focus on safety, stability, engagement, resilience and connectedness.
- Enhance family, child and youth health and wellbeing
- Make referrals to other relevant Government and non-government services dependent on client need
- Complete comprehensive assessment and review of clients referred to the program
- Deliver best practice service to clients in line with agreed goals/contribution
- Facilitate workshops within education settings to students
- Liaise with a range of stakeholders (internal and external) to ensure 'best practice' service delivery is achieved
- Seek feedback from clients in order to reflect and improve on own practice
- Maintain a client centered approach to service delivery at all times

Service Delivery and Operations

- Develop, record and evaluate workshops
- Update and maintain regular case notes and report incidents as necessary
- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed case load
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver positive outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance with funding body and agency standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development

- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.