



POSITION DESCRIPTION

Children's Specialist Group Worker / Case Manager Bright Futures (Homeless Children's Specialist Support Service)

EFT/Hours: 1.0 EFT/38 hours per week (full-time)

Award/Classification: *Social, Community, Home Care and Disability Services Industry Award 2010. Social and community services employee level 5, pay point 1, Fair Work Australia equal remuneration decision, National Employment Standards and MOSS Enterprise Agreement 2017 (subject to registration).*

Funding: Department of Health and Human Services (National Partnership Agreement – Homelessness)

Tenure: ongoing

Fringe benefits: A car for work & personal use (full-time worker)

Union: Australian Services Union (ASU)

Reports to: Team Leader, Operations Managers and CEO.

Organisational Context:

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who are homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region of Melbourne. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency.

MOSS currently offers a number of services to homeless people through a range of programs:

- Transitional Outreach Support Team (TOST)
- Bright Futures, Children's Specialist Support Service
- North and West Regional Children's Resource Program
- Crisis Response Program (CRP)
- Hume Transitional Support Program (T1 & T2)
- Connections Program
- Housing Support for the Aged (HSAP)
- Active Connections Program
- Shrivings Planned Activity Group (PAG)
- Brunswick High Rise Volunteer Program
- Brunswick Older Person's High Rise Support Program
- Holmes Street Older Person's High Rise Support Program
- Banyule Planned Activity Group (PAG)
- Intensive Case Management program (ICMI)
- Northcote Planned Activity Group (PAG)
- Catchment Youth Refuge
- Youth and Family Team
- Banyule Housing Support

Position summary:

The Children's Specialist Group Worker/Case Manager Position sits within the Bright Futures Program which is funded under the National Partnership Agreement on Homelessness (NPAH), Children's Specialist Support Program. The Children's Specialist Support Service (Bright Futures) is auspiced by Merri Outreach Support Service and targets vulnerable children from families living in the DHHS North and West Metropolitan Regions of Melbourne who have been impacted by homelessness and family violence.

The *Bright Futures* model has been developed by Merri Outreach Support Service. It reflects MOSS's commitment to children who experience homelessness and/or family violence, and has a strong link to the North and West Regional Children's Resource Program (also based at MOSS in Broadmeadows). *Bright Futures* is currently funded under the (Victorian) NPAH and will be recurrently funded from 1 July 2018.

The service is delivered by a team of four full-time workers -Team Leader, two Children's Specialist Case Managers and one Children's Specialist Group Worker / Case Manager based at the Broadmeadows office. A full-time Clinical Practitioner with the Children and Mothers in Mind demonstration project also sits within Bright Futures.

The Bright Futures service model involves collaborative work with other agencies and referring workers. Co-case management and shared co-facilitation of groups is a feature of the service.

The Bright Futures program involves 4 streams of service delivery:

1. Assessment and Development of a Case Plan
2. Enhanced Case Management
3. Therapeutic Group Work
4. Counselling

The Children's Specialist Group Worker / Case Manager role focuses on the coordination and delivery of stream 3 including, organising groups, facilitating groups and building partnerships with services. This role also incorporates delivery of streams 1 and 2 which include being involved in: secondary consultations; managing referrals; completing assessments; case planning and; the case management of the children being supported by Bright Futures.

The Case Management Stream provides:

- Intensive support focused on educational, social, recreational, emotional and health needs.
- Identification and linkages to appropriate services.
- Supporting positive peer interaction with peers and family.
- Advocacy on the rights of children and young people to access services within their community.
- Minimising the impacts of traumatic experiences through the use of therapeutic responses (play-based, narrative and creative arts).

Key Responsibilities:

- Development, facilitation and evaluation of therapeutic group work programs for infants (and their parent/s), children and adolescents.
- To work from a child centred framework incorporating a variety of therapeutic approaches/interventions such as narrative therapy, creative arts and play.
- Participating in Bright Futures Streams 1 and 2
- Continual development and expansion of the Bright Futures Group Work Program and the types of groups run as part of this.
- Establish and coordinate in partnerships with homelessness and family violence services in the North West Region to run group work programs.
- Coordinate and provide pre group preparation and training to group co-facilitators where necessary
- Participate in Bright Futures meetings, case discussions and general team responsibilities including taking enquiry and secondary consult calls and providing information about the referral process
- Active participation in sector capacity building including presenting at forums, running training, participating in relevant networks and contribution to publications and resources, where relevant.
- To maintain accurate, up to date client files in line with Agency requirements and accreditation standards.
- Actively participate in supervision with team leader as well as arranging and participating in supervision for co-facilitators each time a group is run.

- Working away from the office where necessary to run a group program (for example working at another agencies office, a school or a community centre) and occasional after work hours where necessary.
- Take a lead in organising the annual 3 days summer camp at Anglesea.

The promotion of Bright Futures to the Specialist Homeless Services and Family Violence sector across the region will also be important.

Key Selection Criteria:

1. A tertiary qualification in, social work, psychology, art/music therapy, counselling, child development, welfare studies or equivalent.
2. Demonstrated experience and highly developed skills in the development, coordination, facilitation and evaluation of therapeutic groups with infants (and their parents), children and young people who have experienced trauma and disadvantage.
3. Demonstrated experience and highly developed skills in the engagement, assessment and provision of case management to children and families who experience disadvantage.
4. An ability to use a range of therapeutic and engagement methods (e.g. narrative, creative arts, play-based) to respond to the needs of group participants.
5. Demonstrated ability to work autonomously and be self-directed in work as well as highly developed team work skills and skills in building and maintaining partnerships.
6. Demonstrated understanding of child development and trauma and the impact of homelessness and family violence on infant, children, adolescents and their families.
7. An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTQI and people with disabilities.
8. Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills – reports, correspondence, case notes, records entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency
 - Experience in the facilitation of training programs would be considered an advantage.

9. Demonstrated knowledge of frameworks and standards of child welfare, Child Protection and relevant legislation, for example, the Best Interest Framework and family violence risk assessment frameworks.

Additional Information:

Office: This position is based at 22 Lakeside Drive, Broadmeadows.

Hours of work: The Agency is open Monday to Friday 9am – 5pm. The Children’s Specialist Group Worker/Case Manager may need to work until 6.00pm some days to minimise disruption to children’s schooling.

Probationary period: A 3 months probationary period applies, during which a comprehensive orientation/induction will be provided.

Occupational Health and Safety: All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity: Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS’s Workplace Bullying and Harassment Policy.

Child Safe Organisation: Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver’s Licence

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service’s Privacy Policy and Confidentiality Policy.

Application process and contact information:

For more information about the position please contact: **Talia Barrett** on **93595493**. Additional information about MOSS can be found on the website: www.merri.org.au

Applications must address the Key selection criteria. Please include 3 referees, at least one of whom is a current/recent supervisor. The **closing date** for applications is 5pm, Monday 2 October 2017. Please forward applications to:

Tony Littman
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047

or email: tony@merri.org.au

Duty Statement

Consumer Services:

- Provide group work interventions for infants, children and young people and other related support such as referrals into Bright Futures Stream 1 and 2 and other relevant services
- Engage with children's parents/caregivers and keep them informed about their child's involvement with the service.
- Manage and maintain group load, case files and case notes.
- Be involved in Bright Futures Streams 1 & 2 as needed.
- Actively participate in team case meetings.
- Work in conjunction with children, their family and referring agencies to assist the achievement of group work goals.

Community Liaison and Networking:

- Actively and positively promote Merri Outreach Support Service and Bright Futures amongst the homelessness and family violence service system in the North and West Metropolitan Regions of Melbourne.
- Develop partnerships with agencies to become actively involved in the Bright Futures program
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service, Bright Futures and partner agencies.
- Provide assistance and appropriate information about relevant services for consumers.
- Provide information and assistance to professionals about referral pathways into Bright Futures.
- Policy, Planning and Community Development:
- Through direct service provision, identify areas of common need or themes affecting children experiencing homelessness and possible responses within the region.
- Maximise opportunities to enhance the understanding (capacity building) of mainstream and specialist services about the needs of children who experience homelessness and/or family violence. Identify practices which will facilitate improved access and appropriate service response for the target group, ideally without the need for referral to Bright Futures.
- Assist in regular reviews of service operation and ongoing development, including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on children and families experiencing, or at risk of experiencing homelessness and/or family violence.

- Contribute to the development of responses to government policy, and systemic issues which may affect children and their families as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to children experiencing homelessness and/or family violence.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to agency development including participation in working groups and internal committees.

Reporting and Administration:

- Maintain timely service and consumer records, including case files using the Specialist Homelessness Information Platform (SHIP) electronic database.
- Maintain filing systems as required for effective function of the program.
- Prepare evaluation reports as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by the Team Leader all formal outgoing correspondence.
- Adhere to Agency financial recording practices.

Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Undertake work practice which meets Department of Health and Human Services Standards and the Agency's accreditation requirements.
- Be responsible to the Bright Futures Team, Team Leader, Operations Managers, CEO and MOSS Board of Directors.
- Work in partnership with the Regional Children's Resource Program based at MOSS.
- Actively participate in team case planning meetings.
- Attend fortnightly Agency (staff) Meetings.
- Actively participate in scheduled supervision with the Team Leader.
- Submit timesheets and leave application forms within required timeframes.