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# Information Pack

## *Case Worker full-time permanent 38 hours per week Service Stream 3*

Tamworth Family Support Service (TFSS) is looking for a Case Worker to be part of the Youth Hope (Family Preservation) team in Tamworth. The team works with families throughout Tamworth and Gunnedah Local Government Areas (LGA), as such travel throughout this area is an essential part of the role.

The successful applicant will be able to work independently, to enable children and young people to remain safely living at home wherever possible and prevent unnecessary out of home care (OOHC) placement by:

- improving child and family functioning; and
- enabling families to access appropriate social and practical support.

All staff are valued and respected and are presented with genuine opportunities to develop to their full potential. TFSS recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$41.52 and \$49.65 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

### **Included in the package you will find:**

- The Job/Position Description including the Competencies and Outcomes required for the position.

### **Please return your application to:**

Human Resources Officer  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340  
or via email to: [applications@tfss.com.au](mailto:applications@tfss.com.au)

### **Please ensure that you include the following in your application(s) :**

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

### **Selection for interview will be based on:**

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

**Applications close when the position is filled.**

Position Description	
1. Position Title	Case Worker
2. Service	Service Stream 3
3. Program	Youth Hope (Family Preservation)
4. Location	Tamworth
5. Reporting Manager/ Team Leader	Service Stream 3 Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and Community Services Employee, Level 4 or 5 dependant on qualifications and experience.
8. Position Terms	Full-time 38 hours per week ongoing subject to funding
9. Probationary Period	6 Months

Competencies and Outcomes
<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>I. Prerequisites <ul style="list-style-type: none"> <li>• Relevant Degree with relevant experience; or</li> <li>• Associate Diploma with substantial experience; or</li> <li>• Qualifications in more than one discipline; or</li> <li>• Less formal qualifications with specialised skills sufficient to perform at this level; or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.</li> </ul> </li> <li>II. Extensive case management experience demonstrated through working with clients who have complex issues; and demonstrated ability to network/liaise with community service providers.</li> <li>III. Substantial experience working with families, children and/or young people.</li> <li>IV. Knowledge of Domestic and Family Violence</li> <li>V. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds.</li> <li>VI. Detailed understanding of the child protection framework and mandatory reporting requirements</li> <li>VII. Driver's Licence</li> <li>VIII. Working with Children Check employee number</li> <li>IX. Proof of COVID-19 Vaccination</li> </ol>
<p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>I. An understanding of TFSS Programs</li> <li>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</li> <li>III. Understanding of the demographics and relevant issues within the geographical area of the program</li> <li>IV. Registered and comprehensively insured motor vehicle</li> <li>V. National Police Criminal History Check</li> <li>VI. First Aid Certificate</li> </ol>

### Organisation Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

### Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families, and communities;
2. Promote access, equality, and social justice; and
3. Deliver services of quality and value.

### TFSS Vision

Thriving Communities, Endless Possibilities

### TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions, and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

### Program and Position Objectives

The primary aim of the Youth Hope (Family Preservation) program is to improve child and family functioning and enable families to access appropriate social and practical support, to enable children and young people to remain safely living at home wherever possible and prevent unnecessary out of home care (OOHC) placement.

Families with children 0-17 are referred to the program by NSW Department of Communities & Justice and community organisations. Youth Hope (Family Preservation) works together with families for 12-18 months, with 1-3 visits per week.

Youth Hope (Family Preservation) aims to improve family functioning and reduce risk and safety concerns to children and young people so they can have a healthy development, through the following outcomes:

- Strengthened family bonds
- Increased family safety
- Reduced family conflict
- Increased parenting skills
- Safer household living conditions
- Development of appropriate and sustainable household routines
- Expanded and enduring social, familial and community connection, networks and support for families
- Increased parental problem solving
- Increased parental budgeting skills
- Increased self-regulation capacity and capability (parents and children)
- Parents supporting children to meet developmental milestones

**Program and Position Objectives**

Case Workers will:

- Provide at-risk children, young people and their families with support, including intensive and tailored support.
- Complete assessments (including relevant risk assessments) ensuring every person on the program has their voice heard.
- Explore the social needs of the family, focussing on the parents’ and care-givers’ self-confidence, resourcefulness and strengths.
- Work collaboratively with children, young people and their families to identify goals and support them to achieve these goals.
- Examine and challenge barriers that may be inhibiting families from achieving their goals.
- Utilise brokerage to support meeting the case management goals.
- Embrace culturally appropriate work practices.
- Promote protective and nurturing environments for clients.
- Embrace interagency Case Management to ensure holistic service and link families with other services and community support as required.
- Assist the Service Stream 3 Manager to implement and promote the program to achieve high quality service delivery.
- Provide timely and accurate data as required by the program guidelines and Service Stream 3 Manager.
- Use evidence informed practice.
- Ensure client files are accurate, up-to-date and of high writing quality.
- Become competent in the case management system (Penelope).

Case Workers may:

- Facilitate group supervision and staff meetings.
- Organise group programming.
- Manage acceptance process for referrals.
- Attend interagency meetings relating to service delivery and recommissioning.
- Be involved in researching, planning and implementing change that is evidenced based/best practice.

**Key Capabilities**

Stream	Descriptor	Tier
<b>Community and Interagency Relations</b> (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	<b>1.3.1</b> Reviews and manages services in response to changing needs of relevant groups in the community.
	Community	<b>1.3.2</b> Represents the organisation and promotes awareness of key issues in community networks
	Partnerships and collaboration	<b>1.2.3</b> Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	<b>1.3.4</b> Demonstrates high level understanding of the sector and the work of other relevant organisations
	Social Justice	<b>1.4.5</b> Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence service sector.

Key Capabilities		
Stream	Descriptor	Tier
<b>Professionalism</b> (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	<b>2.3.1</b> Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met. <b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct. <b>2.3.3</b> Delegates to develop staff and accepts responsibility for actions of staff and teams under authority <b>2.3.4</b> Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving <b>2.4.5</b> Encourages teams to show initiative and looks for ways to work more dynamically
	Ethics	
	Taking Responsibility	
	Problem solving	
	Initiative and Enterprise	
<b>Communication</b> (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	<b>3.3.1</b> Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation. <b>3.2.2</b> Writes accurate, clear, and informative reports and communications that meet the needs of their intended audiences. <b>3.3.3</b> Provides informed, meaningful, and relevant messages when communicating with staff, clients, and members. <b>3.3.4</b> Makes convincing presentations, using a range of media, to communicate key issues <b>3.3.5</b> Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution
	Written Communication	
	Verbal Communication	
	Public Speaking	
	Interpersonal Skills	
<b>Leadership and Teamwork</b> (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals, and team morale)	United Vision	<b>4.2.1</b> Generates ideas for innovation and enhanced working practices to achieve organisational mission. <b>4.2.2</b> Contributes to team plans and relates team work to strategic objectives. <b>4.2.3</b> Offers constructive feedback and provides balanced and informed perspective at team meetings. <b>4.2.4</b> Recognises the differences of opinion and work towards the resolution of team conflict. <b>4.2.5</b> Builds team spirit and supports team members development.
	Strategic Focus	
	Team Dynamics	
	Conflict Management	
	Diversity	

Key Capabilities		
Stream	Descriptor	Tier
<b>Resources, Assets and Sustainability.</b> (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement  Equipment and assets	<b>5.2.3</b> Researches market and attains value for money when making purchases or contracting work. <b>5.1.4</b> Takes care when using and maintaining equipment and aids.
<b>Service Delivery</b> (Working with a broad range of clients, communities, and stakeholders, maintaining awareness of client issues, and ensuring client dignity and confidentiality)	Reflective Practice  Knowledge of client issues  Client Outcomes  Diversity  Client confidentiality and dignity	<b>6.2. 1</b> Demonstrates reflective and evidence-based practice. <b>6.3.2</b> Demonstrates detailed knowledge of client member issues and builds research links. <b>6.2.3</b> Provides clients with high quality service and appropriate referrals <b>6.4.4</b> Champions respect for diversity and importance of culturally appropriate behaviour. <b>6.4.5</b> Fosters a culture of respect for client's confidentiality and dignity
<b>Program Management and Policy Development</b> Necessary skills in the management of programs, campaigns, projects, and contracts as well as policy t and implementation to guide work practices	Policy Development and Implementation  Program Development  Achieving Results  Complaints handling and continuous improvement	<b>7.2.1</b> Participates in the review and development of policies and utilises policy and procedures to guide work practices. <b>7.2.2</b> Contributes to program objectives, develops, and implements simple project plans. <b>7.2.3</b> Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. <b>7.2.5</b> Utilises feedback from complaints to improve programs and reviews own performance

Key Capabilities		
Stream	Descriptor	Tier
<b>Change and Responsiveness</b> (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability	<b>8.2.1</b> Support change management and assists others to adapt and adjust to change.
	Multi-skilling	<b>8.2.2</b> Works collaboratively with people from different disciplines and share skills and knowledge.
	Creativity and Innovation	<b>8.3.3</b> Establishes ways to capture, communicate and share innovative ideas and practices
	Technology	<b>8.2.4</b> Supports the use of new technology and develops skills to master new technology.
	Learning and Development	<b>8.2.5</b> Maintains awareness of own skill and skill needs, actively works to address skills gaps, and assists others to identify.
<b>Governance and Compliance</b> (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy	<b>9.2.1</b> Contributes to team work plan and ensures that own work outcomes are achieved.
	Quality	<b>9.2.2</b> Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements.
	Risk Management	<b>9.1.3</b> Ensures that risks are identified and reported in own work context.
	WHS	<b>9.2.4</b> Contributing to the identification of WHS risks and hazards and ensures safety in their own work context.
	Legislation and Compliance	<b>9.3.5</b> Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> <li>• Build and maintain a professional rapport with each service program within TFSS</li> <li>• Implement an understanding of the Children and Young Persons (Care &amp; Protection) Act [1998]</li> <li>• Prioritise to achieve the objectives of TFSS and the Youth Hope (Family Preservation) program objectives</li> <li>• Provide appropriate communication based on the audience</li> <li>• Follow processes and systems to maintain accurate records</li> <li>• Ensure all documentation in client files are completed in timely manner</li> <li>• Well-developed written and verbal communication</li> </ul>	As per TFSS policies and procedures

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Responsibilities	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> <li>• Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;</li> <li>• Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation, and administration;</li> <li>• Undertake a minor phase of a broader or more complex professional assignment;</li> <li>• Assist with the preparation of or prepare organisation or program budgets in liaison with management;</li> <li>• Set priorities and monitor workflow in the areas of responsibility;</li> <li>• Provide expert advice to employees classified at lower levels and/or volunteers;</li> <li>• Exercise judgment and initiative where procedures are not clearly defined;</li> <li>• Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;</li> <li>• Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;</li> <li>• Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation</li> <li>• Undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design, and layout of publications/displays and editing;</li> <li>• Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;</li> <li>• Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;</li> <li>• Plan, co-ordinate, implement and administer the activities and policies including preparation of budget;</li> <li>• Develop, plan, and supervise the implementation of educational and/or developmental programs for clients;</li> <li>• Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting.</li> </ul>	As required



Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> <li>• Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:               <ul style="list-style-type: none"> <li>– under general direction undertake a variety of tasks of a specialised and/or detailed nature;</li> <li>– exercise professional judgment within prescribed areas;</li> <li>– carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;</li> <li>– provide reports on progress of program activities including recommendations;</li> <li>– exercise a high level of interpersonal skills in dealing with the public and other organisations;</li> <li>– Plan, develop and operate a community service organisation of a moderately complex nature.</li> </ul> </li> </ul>	
Workplace Standards	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy</li> <li>• Promote and demonstrate a commitment to continuous improvement across TFSS</li> <li>• Understand and comply with TFSS policies, procedures, and workplace standards</li> <li>• Maintain and ensure privacy and confidentiality</li> <li>• Take active responsibility for your own wellbeing in the workplace and gain assistance if required</li> <li>• Use TFSS resources efficiently and effectively and treat them with due care</li> <li>• Advise your manager or team leader of any obligations in relation to secondary employment</li> <li>• Report any improper conduct</li> <li>• Assist in the general maintenance, cleanliness, and presentation of workplace facilities</li> </ul>	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>• Knowledge of organisational programs, policies, and activities;</li> <li>• Sound discipline knowledge gained through experience;</li> <li>• Knowledge of the role of the organisation, its structure, and services.</li> <li>• Adept skills in use of systems used by TFSS</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>• Work under general direction;</li> <li>• Supervise other employees and/or volunteers</li> </ul>	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Finance and Administration	<ul style="list-style-type: none"> <li>• Accurately and objectively report feedback</li> <li>• Ensure completion of timesheets and have them sent through to the Program Manager weekly/fortnightly</li> <li>• Ensure all appropriate receipts and travel claims are sent through with timesheets</li> <li>• Ensure all procedures followed when client expenses approved</li> </ul>	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> <li>• Actively participate in supervision</li> <li>• Assist management to identify employee's own professional development needs</li> <li>• Attend relevant professional development opportunities in order to fulfil your role</li> <li>• Participate in cultural competencies, training, and activities</li> <li>• Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service</li> <li>• Actively participate in a service evaluation and staff appraisals, review of job descriptions</li> <li>• Attend relevant meetings in relation to your role</li> <li>• Organise and attend external clinical supervision as per program expectations</li> </ul>	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> <li>• Take reasonable care of your own health and safety</li> <li>• Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others</li> <li>• Comply, so far as you are reasonably able, with reasonable instructions, policies, and procedures to assist TFSS to comply with the Work Health and Safety Act</li> <li>• Raise any concerns in relation to WHS with your Health and Safety Representative or Manager</li> <li>• Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately</li> <li>• Report to work in a fit and proper condition, so that you are able to competently undertake your duties</li> </ul>	As per TFSS policies and procedures

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>• Provide a safe, comfortable physical environment for clients and their children</li> <li>• As per Mandatory Reporter Guidelines, comply with legal your legal obligation to report to the NSW Child Protection Helpline incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child and/or young person is at significant risk of harm</li> <li>• Report any misconduct committed by staff against a person under 18 years</li> <li>• Ensure that your actions do not expose clients or children to harm</li> <li>• Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW)</li> <li>• Ensure you follow all TFSS policies in relation to child protection and working with children and young people</li> <li>• Inform manager of any child abuse or neglect concerns</li> <li>• Consult with Department of Communities and Justice (DCJ) Child Protection staff as per Chapter 16A and when further consultation required as per current DCJ policy Provide support as needed to employees classified at lower levels and/or volunteers when addressing child protection concerns</li> </ul>	<p>As per Children’s and Young Person’s (Care and Protection) Act</p> <p>Chapter 16 A</p> <p>As per TFSS policies and procedures</p>
Professionalism and Conduct	<ul style="list-style-type: none"> <li>• Work as part of a team in delivering quality outcomes for TFSS</li> <li>• Maintain professional relationships with internal stakeholders, funding body/s, community at large and all relevant stakeholders</li> <li>• Maintain professionalism and conduct (including confidentiality if any work from home)</li> <li>• Interact respectfully, collaboratively and with belief change is possible with client/s</li> </ul>	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> <li>• All complaints are acted on and handled within policy</li> <li>• Manager is aware of complaints ASAP</li> <li>• Ensure clients informed of rights as per TFSS complaints policy</li> </ul>	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> <li>• Act within policy and procedure</li> <li>• Make final decisions within the case planning practice</li> <li>• Exercise a degree of autonomy;</li> <li>• Control projects and/or programs;</li> <li>• Set outcomes for lower classified staff;</li> <li>• Establish priorities and monitor workflow in areas of responsibility;</li> <li>• Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.</li> </ul>

**Decisions that are Referred to your Direct Supervisor**

All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;

- Issues outside of policy guidelines
- Complaints from families or service providers
- Requests for new business from Funding Bodies
- Complaints from Funding Bodies

**Conditions of Employment:**

All TFSS workers are bound by the terms and conditions contained within the:

- TFSS Letter of Engagement
- The Position Description
- The relevant Industrial Award (s)
- TFSS Policies and Procedures and program specific protocols and guidelines
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
CEO/Manager's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
CEO/Manager's Name