

**Job Title:** Case Worker Foster Care Services

**Department:** Out of Home Care Services

**Award:** Social Community Home Care & Disability Services Award

**Classification Level:** 4

**Reports To (Title):** Regional Manager Foster Care Services

**Direct Reports:** NIL

## About ac.care

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships.

ac.care is a non-government organisation (NGO) and everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

ac.care is a *Child Safe Organisation* and provides an environment where the safety of children and young people is our highest priority as well as providing culturally appropriate services.

## About the Job

The Case Worker Foster Care Services will work collaboratively as a team member within the organisation to deliver services to over 160 foster care households and 200 children in placements across the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

The Case Worker provides ongoing support to registered Foster Carers through individually identified needs, maintaining carer compliance and ensuring carers are upholding the standards of competency required to provide quality and safe care to children under the guardianship of the Chief Executive.

The role will promote the positive development of children and young people ensuring their needs are met. The role will support the collaborative functioning of the care team around children and young people and ensure the foster care environment is safe.

## Key Responsibilities

### Job responsibilities

- Assist Manager with planning and co-ordination of program activities.
- Identify and contribute to program/service delivery performance outcomes.
- Contribute to the development and implementation of frameworks, policies, procedures and other resources to achieve outcomes.
- Manage risk in accordance with ac.care policies and procedures and Legislative requirements.
- Work effectively with the Manager and other members as part of 'one ac.care team'.
- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality



outcomes e.g. Department for Child Protection, birthparents, carer household, professionals and/or other carers or significant community people.

- Responsible for managing time, setting priorities, planning, and organisation of own work.
- Deliver a wide range of activities associated with program/service delivery.
- Develop, maintain and participate in audit requirements.
- Monitor and identify gaps in foster care placements.
- Provide specialist advice and reporting on relevant issues to senior management.
- Keeping accurate and appropriate documentation in accordance with program and funding body requirements.
- Facilitate access to education and training for Carers.
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring of other staff as required.

## Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.

- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

## Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

## Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.



- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

## Special Conditions

- Hold a current Provisional or 'Class C' or interstate equivalent driver's licence
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
  - Working with Children Check
  - National Police Check
  - Psychological Suitability Assessment
  - Medical or Functional Assessment
- Out of hours work may be required from time to time
- Client transportation required and/or client visitation outside of the office required
- Intra and interstate travel may be required

## About You

### Essential

- Tertiary or formal qualifications and/or demonstrated experience in Social Work, Social Science, Community Services or a related field.
- Demonstrated experience in case management, case noting, assessment and referral.
- Demonstrated experience in project management.
- Demonstrated knowledge of the effects of developmental trauma and abuse, attachment issues and behaviour management in relation to children in care.
- Demonstrated experience in delivering training programs and presentations.
- Demonstrated use of self-reflective practices that build understanding of how personal experiences shape values, beliefs and responses to children, families and colleagues
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.
- Demonstrated experience in effective communication both oral and written with a broad range of people from a variety of backgrounds.
- Demonstrated practice in managing time, setting priorities, planning and organising work and that of other staff and/or volunteers where supervision is required.
- Demonstrated knowledge of identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.



- Ability to identify and manage own emotional responses to staff and families being supported. Physical ability to work around small children and young people including sitting, standing, running as well as the ability to perform household duties such as cleaning, cooking, lifting etc.

## Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Experience and knowledge of child focused practice principles.
- Demonstrated commitment to on-going learning and development.
- Thorough understanding of foster care services and the issues facing foster carers.

## Competencies

The following is derived from the ac.care Workforce Competency Framework which outlines the desired competencies and behaviours ac.care wants demonstrated by its leaders, teams, staff and volunteers.



### Team Member

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"> <li>• Align own work activities to ac.care strategic goals</li> <li>• Demonstrate responsibility for achieving results and agreed targets</li> </ul>
<b>Achieves results</b>	<ul style="list-style-type: none"> <li>• Be productive, prioritise work through effective planning, monitoring and time management</li> <li>• Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success</li> <li>• Participate in team decision making and achievement of outcomes</li> </ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"> <li>• Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working</li> <li>• Support new system improvement initiatives and technologies</li> </ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"> <li>• Exercise situational leadership through sharing ideas and actions that drive improvements</li> <li>• Share skills, knowledge and encourage others to learn</li> <li>• Consider how your actions and interpersonal style and words may impact others</li> </ul>
<b>Builds relationships and engages others</b>	<ul style="list-style-type: none"> <li>• Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights</li> <li>• Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs</li> </ul>



# Job Description

Team Member

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## EMPLOYEE ACCEPTANCE

I  acknowledge that I have read, understood, and agree to the job description.

Date:  Signature:

