



# WYDAC

Warlpiri Youth Development Aboriginal Corporation

## Position Description

<b>Position title:</b>	Case Manager / Social Worker	<b>Date:</b>	June 2020
<b>Level:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4	<b>Salary:</b>	Award rate with relevant penalties
<b>Reports to:</b>	WWK IFSS Coordinator	<b>Dept:</b>	WWK
<b>Approved by:</b>	CEO	<b>Supervises:</b>	WWK Support Staff

### Position specifications

#### Primary purpose of the position

The purpose of the Case Manager / Social Worker is to manage the day to day operations of this service working closely with the WWK Team Leader to ensure that practice remains within the WWK framework.

#### Reporting relationships

The Case Manager / Social Worker will be responsible to the WWK IFSS Coordinator and WYDAC Committee.

Other key relationships that the Case Manager / Social Worker to actively foster and develop in order to be functioning effectively are:

- WWK Mentors
- Cultural advisors
- Lajamanu Jaru Pirrjirdi team
- IFSS Lajamanu team
- Outstation Coordinator
- WWK, Yuendumu, Willowra and Nyirripi Counsellor/case manager

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**Kurdu-kurdu-ku jina-mardarni tarnnga-juku**

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## **Duties and responsibilities**

### ***Primary duties***

The following areas are critical to the role and constitute the primary duties required to be successful in fulfilling the duties associated with this position.

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### ***Case Management***

- Ensure that case management/counseling/social work practice is culturally appropriate to the Warlpiri context and in line with the strategic direction of the Board and WYDAC values
- Ensure that first contact with new referrals is completed within 24 hours of receiving referral.
- Ensure that exit from the service is assessed and documented appropriately
- Ensure that case management plans are developed and reviewed in close collaboration with WWK IFSS coordinator
- Ensure that risk assessments are completed in a timely and effective manner
- Provide court support to young people attending bush court in Lajamanu – these young people may not be direct clients of WWK, however will require support and advocacy on court sitting days.
- Manage the youth diversion clients in collaboration with other WYDAC departments and Coordinator.
- Ensure that crisis or critical events are responded to appropriately and in line with any relevant legislation and internal WYDAC policy
- Ensure that high levels of communication are maintained within the Client services team and with the Youth Development team and/or Management as required.
- Support the referral and assessment of young people into Mt Theo rehabilitation service.

### ***Education and Resource Development***

- Where possible, ensure that collaborative educational delivery around pertinent issues as determined by client presentation/presenting issues is undertaken. This delivery can be through other WYDAC programs including Jaru Pirrjirdi (youth program), Jintangku Mardininjaku (Community development) and/or Pina pina jarrinjku (learning centre).
- Identification and assistance to develop relevant resources

## **Mentors**

- Ensure that mentors are being well supported, developed and engaged with the program.
- Ensure that information from Mentors is documented in file notes. Depending on the mentor, this could mean getting verbal reports from mentor and transferring into data base.
- Liaise with youth development team and WWK coordinator to be identifying up and coming mentors
- Closely collaborate with WWK coordinator to support individual mentors and their learning needs
- Build strong relationships with all camps in Yuendumu so as to promote mentor participation across the community.

## **Person specifications**

### **All staff competencies**

#### ***Core attributes***

To contribute to a successful and enterprising culture at WYDAC, each staff member is expected to demonstrate the following key behavioural attributes:

- being trusted, authentic and self-aware by establishing credibility, and being honest, reliable, accountable, and responsive
- taking initiative and delivering results by seizing opportunities and being outcome and client/young person/Warlpiri community focused
- providing solutions through logical, creative and innovative thinking and timely, transparent and consultative decision making
- communicating with impact by displaying clarity, diplomacy, persuasiveness and sensitivity
- leading and working well with others by displaying conviction and resilience, working collaboratively, motivating others and mobilizing influence.

#### ***Performance development and management***

- Participating in the WYDAC Performance Development and Management process.

#### ***Workplace Health and Safety (WHS) risk management***

- Ensuring that all WWK employees are instructed in and aware of WHS/risk management practices and policies and that these are observed, carried out and enforced.
- Ensuring that all staff develop an understanding of all WYDAC policies and procedures that relate to the minimisation of risk and that duties are performed in a

safe and professional manner without causing personal injury or financial loss to themselves, other employees, contractors or the public.

- Developing an understanding of all WYDAC policies and procedures that relate to WHS and the minimisation of risk.
- Performing duties in a safe and professional manner without causing injury or financial loss to themselves, other employees, contractors or the public
- Reporting any injury, illness, asset of financial loss, hazard and near miss incident to their manager as soon as they are detected in accordance with WYDAC procedures.
- Complying with safety directions agreed between management and the employees through the consultation process.
- Cooperating with management when action is taken by them to comply with the WHS Act (2011) and risk management.
- Participating in workplace inspections, audits and risk assessments.

## **Key job competencies**

## **Qualifications, knowledge and skills and experience**

### ***Essential criteria***

- Tertiary qualifications in Psychology, Social Work or any other relevant discipline, with a minimum of 5 years' experience in a community development context.
- Demonstrated understandings of working within cross cultural settings and an awareness of capacity building principles delivered in a remote Indigenous context.
- Experience with coordination of a multi-disciplinary team, or similar experiences, and work within an Indigenous context.
- Demonstrated experience in community based case management and maintenance of client notes and records.
- Excellent communication and negotiation skills in a cross-cultural setting, where English is a second language.
- Demonstrated capacity to work autonomously, objective decision making plus an ability to foster effective relationships with related internal and external agencies.
- Possession of a current 'C' Class Open Driver's License.

***Desirable criteria***

- An ability to communicate effectively and sensitively with Warlpiri people and respond with respect to Aboriginal Leadership and management committee.
- A knowledge and understanding of Aboriginal culture as well as a range of contemporary issues affecting remote Indigenous people.
- Accredited Membership of relevant professional body.

***Additional factors***

- Applicants will be required to obtain a criminal history check and Working with Children clearance – Ochre Card (on acceptance of position, and conditional to contract offer).

**Endorsement**

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature (CEO) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.